Quiz - People, Process and Technology

1. The process in ITIL where changes are released to an IT environment is called what?

   ◯ Incident Management

   ◉ Release Management

   ◯ Change Management

   ◯ Problem Management

2. Which processes are operational processes?

   ☑ Incident Management

   ☐ Availability Management

   ☐ Financial Management

   ☑ Change Management

3. Which of these are considered best practices?

   ☐ SOX

   ☑ ITIL

   ☐ HIPPA

   ☑ Project Manager methodologies

4. Which service management process has the responsibility of understanding the root cause of a problem?

○ Change Management

○ Incident Management

● Problem Management

○ Configuration Management

5. In the video *Welcome to People, Process and Operating System Fundamentals for Cybersecurity*, Alex states that to be effective, a cybersecurity analyst must posses which two (2) types of skills?

☑ Technical Skills

☑ Network Administration Skills

☐ Listening Skills

☐ Soft Skills

☐ People Skills

5. In the video *What is IT Security*, Elio Sanabria Echeverria put forth a definition that included which factors?

○ The protection of computer hardware.

○ The protection of computer software.

○ The protection of data.

○ The disruption or misdirection of services provided by your systems.

● All of the above.

6. This description belongs to which information security role? *"This position is in charge of testing the effectiveness of computer information systems, including the security of the systems and reports their findings."*

   ○ Information Security Analyst

   ● Information Security Auditor

   ○ Information Security Architect

   ○ Chief Information Security Officer

7. Which of these statements more accurately conveys what was stated in the video *Introduction to Process*?

   ● Solid and well documented security processes are making the role of the security analyst increasingly obsolete.

   ○ As volumes of security alerts and false positives grow, more burden is placed upon Security Analysts & Incident Response teams.

   ○ As security monitoring and analysis tools advance and incorporate artificial intelligence, Information Security organizations are challenged to find new work for underutilized security analysts.

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8. Continual Process Improvement consists of which four (4) items?

- ☑ Financial performance
- ☐ Focus Group studies
- ☐ Maturity Assessments
- ☑ Legal Review
- ☑ Market Research
- ☐ Process Metrics
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9. Event Management, Incident Management, and Problem Management belong to which ITIL Service Lifecycle Phase?

○ Service Operations

○ Service Design

○ Service Strategy

○ Service Transition

○ Service Improvement

10. Maintaining Information Security Policy (ISP) and specific security policies that address each aspect of strategy, objectives and regulations is the part of which ITIL process?

○ Information Security Management

○ Change Management

○ Problem Management

○ Service Level Management