

Quiz - Business Process Management and IT Infrastructure Library Basics

1. In the video *Introduction to Process*, which three (3) items were called out as critical to the success of a Security Operations Center (SOC)?

1 / 1 point

☒ Tools

✓ Correct

Partially correct! Yes, this was one of the three mentioned.

☐ Faraday Cages

☒ Process

✓ Correct

Partially correct! Yes, this was one of the three mentioned.

☒ People

✓ Correct

Partially correct! Yes, this was one of the three mentioned.

☐ Uninterruptible Power Supplies for all critical systems.

☐ Bandwidth

2. Process performance metrics typically measure items in which four (4) categories?

1 / 1 point

☐ Backlog of pending orders

☐ Parts Inventory on hand

☐ Injuries

☒ Quality (defect rate)

✓ **Correct**

Partially correct! Yes, this was one of the four categories.

☒ Rework

✓ **Correct**

Partially correct! Yes, this was one of the four categories.

☒ Cost

✓ **Correct**

Partially correct! Yes, this was one of the four categories.

☒ Cycle time

✓ **Correct**

Partially correct! Yes, this was one of the four categories.

3. Service Portfolio Management, Financial Management, Demand Management and Business Relationship Management belong to which ITIL Service Lifecycle Phase?

1 / 1 point

- ☐ Service Transition
- ☐ Service Operations
- ☒ Service Strategy
- ☐ Service Design
- ☐ Service Improvement

✓ Correct

Correct! This is the ITIL Lifecycle Phase for the items listed.

4. *Log, Assign, Track, Categorize, Prioritize, Resolve* and *Close* are all steps in which ITIL process?

1 / 1 point

- ☐ Change Management
- ☐ Problem Management
- ☐ Event Management
- ☒ Incident Management

✓ Correct

Correct! These tasks do belong to Incident Management.