Started on	Thursday, 29 July 2021, 8:53 PM
State	Finished
Completed on	Thursday, 29 July 2021, 9:55 PM
Time taken	1 hour 2 mins
Grade	Not yet graded

Question **1**

Complete

Marked out of 2.00

What is a Configuration item? Give examples of configuration items

Configuration item is any component that needs to be managed in order to deliver an IT service.

CMMI SVC calls a **Configuration item** as an aggregation of work products that is designated for configuration management and trea a single entity in the configuration management process.

Examples of configuration items:

- **Services:** Email, printing, collaboration
- **Software:** Applications, database
- **Hardware:** Servers, routers, computer
- **Devices:** Laptops, router, computer
- **Documents:** Policies, governance
- **Locations:** Offices, data centers
- **Staff:** Developers, Service desk agents

Question **2**

Complete

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What is the difference between an asset and a CI? Give examples to explain.

CI is a component or service item that needs to be managed in order to deliver services, and an asset is a resource or capab that contributes to the delivery of the services. Which means that **an item can be tracked** as both a CI and an asset if require

An Asset is often a Configuration Item but Configuration Items are not necessarily Assets.An Asset is often a Configuration but Configuration Items are not necessarily Assets.

Asset: Server	**CI: Server**
• Make • Model • CPU • RAM • OS • Etc.	• Technical oTechnical attributes that are similar to Asset attributes • Ownership oResponsible Person oPurchase Date oWarranty Info oLocation •Relationship oDetails about how this CI contributes to the delivery of a service which ultimately brings value to the business

Question **3**

Complete

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How can CMDB or Configuration Management help us understand the impact of changes? Explain with an example.

CMDBs capture attributes of the CIs, including CI importance, CI ownership and CI identification code. A CMDB also provide details about the relationships (dependencies) between CIs, which is a powerful tool if used correctly. As a business enters CIs into the system, the CMDB becomes a stronger resource to predict changes within the organization.

For example, if an outage occurs, IT can understand through the CI data who or which systems will be affected.

Question **4**

Complete

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What do you understand by Monitoring? What are the benefits of Monitoring for Production Support?

Monitoring is the systematic process of collecting, analyzing and using **information** to track a program's progress toward re its objectives and to guide management decisions.

Benefits of Monitoring for Production Support

- 1 - Early Detection of Problems
- 2 - Real-time Notifications
- 3 - Performance Monitoring
- 4 - Avoid Network Outages
- 5 - Fix IT Performance Issues Quickly
- 6 - Plan a Proper Budget For Up gradation

Question **5**

Complete

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How can Monitoring help us do proactive Incident and Problem Management. Explain with examples.

Monitoring helps preventing service outages and degradation, thus improving service availability and quality. Problem management may have an active role in some of these activities, it may coordinate others, or it may just stay informed. It's important that all activities are monitored and reported in order to show costs, benefits, and achievements.

Examples:

- **Regular maintenance activities, as recommended by the vendor and developed in-house:** This is the most essential preventative component of good infrastructure support.
- **Regulatory audits:** Depending on the industry vertical, the organization of these audits is usually mandatory.
- **Performance monitoring and capacity plans:** These are usually developed by engineering and carried out by operation
- **Service continuity plans and disaster recovery testing:** Depending on the industry vertical, these may be mandatory o voluntary.

Question **6**

Complete

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What is the Role of Production Support in IT Security? Explain in detail.

Role of Production Support in IT Security:

- Clearly, concisely, and accurately document infrastructure inventory, root cause analysis, user instructions, internal knowledge base articles in technical terms, or translated in a “lay” format, depending on the audience.
- Maintain high availability for critical services, including email, phone systems, web servers, and other business impact services.
- Ensure and enforce IT security practices, analyze systems to meet regulatory compliance, and ensure all documentati systems are accurate.
- Work closely with business stakeholders, SMEs, and vendors to define roadmaps, project scopes and translate into us stories or requirements.
- Maintain network and data security and integrity, including firewall configuration, antivirus updates, software updates, backups for workstations and servers.
- Constantly gather information, research, and scope projects for complex issues, enhancement, and continual service improvement.
- Install, configure, and maintain IT infrastructure, including networking, server hardware, power, and storage devices.
- Work with Tier 1 IT staff with escalations, knowledge transfer, training, and mentoring.
- Clearly and accurately, documents ticket resolution, user instructions, manuals, internal knowledge base articles in tec terms or translated in a “lay” format, depending on the audience.
- Closes tickets assigned as well as escalated tickets in an efficient manner with high customer service.

Question **7**

Complete

Marked out of 1.00

What is the name of the database where all CIs are stored?

Configuration Management Database stores all CIs.

Question **8**

Complete

Marked out of 2.00

How can Configuration management help an organisation? What are the benefits of Configuration Management Database?

CMDB Population and Maintenance Can Be AutomatedConfiguration management helps engineering teams **build robust an stable systems through the use of tools that automatically manage and monitor updates to configuration data**. Complex software systems are composed of components that differ in granularity of size and complexity.

Benefits of CMDB:

- CMDB Acts as a Central Reference Point for IT Assets and Infrastructure.
- CMDB Promotes Transparency, Visibility, and Better Management of IT Assets.
- CMDB Supports Accurate Risk Assessment for New Changes and Deployments.
- CMDBs Centralize Data from a Myriad of Sources.
- The CMDB Feeds into the SKMS and Knowledge Management Process.
- CMDB Facilitates Investigation of Problem Configuration Items.
- CMDB Can Be Used to Track Changes to a CI Over Time.

Question **9**

Complete

Marked out of 2.00

How can a CMDB help with Incident and Problem Diagnosis? Explain with an example.

An up-to-date CMDB acts as a valuable source of facts that can be used to enhance Incident and Problem Management acti When an incident management ticket is received in connection with a specific configuration item, the IT operator can use th CMDB to access the CI record for that specific item and learn everything about it: when the company purchased it, who the supplier was, how long the company has owned it, any previous issues of similar incidents, etc.

While incident management reports themselves are not considered configuration items, IT organizations can use the CMDB attach incident reports to the relevant CIs, ensuring that incidents are tracked over time in connection with the CIs whose se they impact. This feeds directly into the knowledge and information layers of SKMS, allowing the organization to develop a b understanding of which CIs are the most costly to support.

The CMDB gives you an abundant source of information for active problem management, quickening and streamlining root- investigation and problem resolution. It delivers the instant status update of CIs caused by the problem.

Question **10**

Complete

Marked out of 2.00

What is an Event? What are the 3 different types of events? Give examples of the 3 different types of events.

Event: An event can be defined as any change of state that has significance for the management of a configuration item (CI) or IT service.

Types of events:

Informational:

These are generated purely for informational purpose and generally, denote successful completion of a task. These are the type of event that does not require any immediate action and does not represent an exception. These are stored in the log files for a predetermined period.

e.g. Backup on a Server has been completed

Warning (WARN / ALERT):

This type of event is generated when a device or service is reaching a threshold limit. This type of warning is intended to notify the appropriate team or tool for taking necessary actions to prevent an exception from occurring.

e.g. CPU utilization on a server is running high.

Exception (ERROR):

It signifies that a threshold limit for a service or component performance is breached. This (Exception/Error) means that the service or component is experiencing a failure, performance degradations or loss of functionality, and impacting the business operation.

e.g. Server has gone down, A Service has failed.

Previous activity