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Change Management Quiz Questions and Answers - 10/10

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Question 1 ID: 586

Where possible, it is desirable to?

A. Separate the controlling of Changes from the implementation of Changes, through clear roles and/or clear process boundaries between e.g. Change Management and Release & Deployment Management

B. Ensure that once the Change is authorised, the Change process should have no further involvement in building, testing and implementing the Change

C. Allow people to authorise their own changes in order to speed up the process

D. Only allow the CAB to authorise Changes

Answers

A) A ✔

B) B

C) C

D) D

Question 2 ID: 587

Changes should be reviewed when?

A. Changes should be reviewed at the moment of implementation.

B. Changes should be reviewed after an appropriate elapse of time, to see if the estimates of costs, risks and benefits were accurate.

C. Only failed changes should be reviewed.

D. Changes should only be reviewed if they result in Incidents being raised.

Answers

 A) A

 B) B   ✔

 C) C

 D) D

Question 3 ID: 588   ✔

Who should see the Change Schedule?

A. No part of the change schedule should be visible outside the service providing organisation.

B. Customers and Users should see the entire change schedule, but Suppliers cannot have any visibility of it.

C. Any and all stakeholders should have full visibility of the change schedule.

D. Appropriate views of the change schedule should be available to different stakeholders.

Answers

 A) A

 B) B

 C) C

 D) D   ✔

Question 4 ID: 584   ✔

Changes should be authorised based upon?

A. The person/group submitting the Change e.g. changed submitted by customers must always be authorised.

B. The costs - changes below a certain threshold must always be approved, above the threshold they should be individually considered.

C. The ease of implementation.

D. A good understanding of the costs, benefits and risks of making the change versus the costs, benefits and risks of not making the change.

Answers

 A) A

 B) B

 C) C

 D) D   ✔

Question 5 ID: 582

Every Request For Change (RFC) when first received by the Change Process must include?

A. Every RFC must include a detailed back out plan when it is submitted.

B. Every RFC must include a detailed set of test results when it is submitted.

C. Every RFC must include a fully detailed set of costs when it is submitted.

D. Every RFC must include a Business Justification when it is submitted.

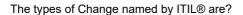## Answers

A) A

B) B

C) C

D) D ✔

Question 6 ID: 581

Who should be members of the CAB?

A. The CAB membership should be determined according to the needs of the organisation, and the membership will often vary from CAB meeting to CAB meeting.

B. In order to ensure proper control, anyone that could possibly be affected by any change should be a member of the CAB.

C. CAB membership can vary within the organisation, but it should never include customers, user or suppliers because they won't understand the Changes

D. The CAB membership must be fixed in order to ensure consistency of decision making.

Answers

A) A ✔

B) B

C) C

D) D

Question 7 ID: 583

The types of Change named by ITIL® are?

A. Standard, Minor, Significant, Major, Emergency.

B. Standard, Minor, Significant, Major, Urgent.

C. Pre-authorised, Minor, Significant, Major, Retrospective.

D. Standard, Minor, Significant, Major, Retrospective.

Answers

A) A ✔

B) B

C) C

D) D

Question 8 ID: 580   ✔

What is the difference between an incident and a problem?

A. An incident is an unplanned interruption to (or degradation in) a service, a problem is the cause of that interruption.

B. There is no difference between Incidents and Problems, it is just jargon.

C. A problem is an unplanned interruption to (or degradation in) a service, an Incident is the cause of that interruption.

D. A problem only exists when there have been 5 or more related Incidents logged.

Answers

A) A ✔

B) B

C) C

D) D

Question 9 ID: 585

The relationship between a Change's priority and the change schedule is?

A. There is no relationship between a change's priority and the schedule order of implementing changes.

B. The change schedule will largely reflect the priority order, but they will not be precisely the same.

C. Changes must be scheduled and implemented in strict priority order, i.e. a lower priority change can never be implemented ahead of a higher priority change.

D. Whilst the priority of change can alter, the change schedule is fixed and alterations in priority cannot affect the schedule

Answers

A) A

B) B ✔

C) C

D) D

Question 10 ID: 579

Changes must be approved by?

A. All changes must be approved by the Change Advisory Board (CAB)

B. All changes must be approved by an appropriate Change Authority

C. Only major changes should go to the CAB for approval

D. Change Management is a recording process, not an approving process, so changes do not need to be approved by Change Management but by the customer(s)

Answers

A) A

B) B ✔

C) C

D) D