Lab 9.2 IT Operation Management

## Instructions

1. Answer the below question in the blank space if needed.
2. Please submit the assignment after you finish.

## Part 1 Assignment

**Q1. IT Operations Management typically does not include which of the following?**  
A. Monitoring IT infrastructure  
B. Human resource recruitment and training  
C. Responding and resolving IT incidents  
D. Assessing the performance of IT services

**Answer**:

**Q2. In IT Operations Management, which of the following is not the main objective of change management?**  
A. Minimizing the impact on business operations  
B. Controlling and managing changes to IT infrastructure  
C. Accelerating the speed of system updates and upgrades  
D. Ensuring changes align with predefined business goals and strategies

**Answer**:

**Q3. What is the primary responsibility of incident management in IT Operations Management?**  
A. Monitoring the performance of IT systems  
B. Predicting and preventing the occurrence of IT incidents  
C. Identifying, logging, classifying, and responding to incidents in IT systems  
D. Developing and implementing failure recovery plans for IT systems

**Answer**:

**Q4. In IT Operations Management, which of the following is a key step in problem management?**  
A. Responding and resolving IT incidents  
B. Actively identifying root causes and managing issues that impact business operations  
C. Assessing the performance of IT services  
D. Monitoring the availability of IT infrastructure

**Answer**:

**Q5. What is the main purpose of configuration management in IT Operations Management?**  
A. Monitoring the availability of IT infrastructure  
B. Identifying, logging, classifying, and responding to IT incidents  
C. Controlling and managing configuration items in IT infrastructure  
D. Predicting and preventing the occurrence of IT incidents

**Answer**: