People, Process and Technology

TOTAL POINTS 10

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

   ◯ Problem Management

   ◯ Incident Management

   ◯ Change Management

   ⦿ Release Management

2. Which processes are operational processes?   `1 point`

   ☐ Change Management

   ☑ Incident Management

   ☑ Financial Management

   ☑ Availability Management

3. Which of these are considered best practices?   `1 point`

   ☑ Project Manager methodologies

   ☐ HIPPA

   ☑ SOX

   ☐ ITIL

4. Which service management process has the responsibility of understanding the root cause of a problem?   `1 point`

   ◯ Change Management

   ◯ Configuration Management

   ◯ Incident Management

   ⦿ Problem 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?   `1 point`

   ☐ People Skills

   ☑ Technical Skills

   ☐ Listening Skills

   ☐ Soft Skills

   ☑ Network Administration Skills

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."*   `1 point`

   ⦿ Information Security Auditor

○ Information Security Analyst

○ Chief Information Security Officer

○ Information Security Architect

7. Which of these statements more accurately conveys what was stated in the video *Introduction to Process*?   1 point

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

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

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

8. Continual Process Improvement consists of which four (4) items?   1 point

☑ Maturity Assessments

☑ Focus Group studies

☐ Legal Review

☑ Financial performance

☑ Customer Feedback

☐ Process Metrics

☐ Market Research

9. Event Management, Incident Management, and Problem Management belong to which ITIL Service Lifecycle Phase?   1 point

● Service Operations

○ Service Design

○ Service Strategy

○ Service Improvement

○ Service Transition

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?   1 point

● Information Security Management

○ Service Level Management

○ Problem Management

○ Change Management

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