

1.

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

1 point

Release Management

Incident Management

Change Management

Problem Management
2.

Which two (2) processes are operational processes? (Select 2)

1 point

Financial Management

Change Management

Availability Management

Incident Management
3.

Which two (2) of these are considered best practices? (Select 2)

1 point

SOX

ITIL

HIPPA

Project Manager methodologies
4.

Which service management process has the responsibility of understanding the root cause of a problem?

1 point

Change Management

Incident Management

Problem Management

Configuration Management
5.

In the video *What is IT Security*, Elio Sanabria Echeverria put forth a definition that included which factors?

1 point

The protection of computer hardware.

The protection of computer software.

The protection of data.

The disruption or misdirection of services provided by your systems.

All of the above.
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 Analyst

Information Security Architect

Chief Information Security Officer

Information Security Auditor
7.

Which of these statements most accurately conveys what was stated in the video *Introduction to Process*?

1 point

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

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

Solid and well documented security processes are making the role of the security analyst increasingly obsolete.
8.

Continual Process Improvement consists of which four (4) items? (Select 4)

1 point

Legal Review

Maturity Assessments

Focus Group studies

Customer Feedback

Market Research

Process Metrics

Financial performance
9.

Event Management, Incident Management, and Problem Management belong to which ITIL Service Lifecycle Phase?

1 point

Service Improvement

Service Transition

Service Design

Service Operations

Service Strategy
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

Change Management

Service Level Management

Problem Management

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