

Overview

Multi-choice test that measures the knowledge of capacity management, change management and problem management.

Relevant Job Roles

Consultant - ITIL Specialist, IT Infrastructure Manager (ITIL), Project Manager - ITIL

Details	Language	English (US)
	Average Testing Time (minutes)	08 minutes
	Allowed Time (minutes)	15 minutes
	Maximum Number of Questions	12 questions
	Number of Sitzings	One
	Test Type	Multiple Choice - CTT
	Sector	Information Technology
	Scores Reported	<div><div>• Overall Score</div><div>• Capacity Management</div><div>• Change Management</div><div>• Problem Management</div></div>
O*NET Competency		Computers and Electronics

Knowledge, Skills, Abilities And Competencies Measured

The following areas are covered:

• Service strategy

• Service design

• Commissioning and decommissioning of servers

• Upgradation of configuration of servers

• Identification of problems

• Performing root cause analysis

• Minimizing and preventing problems