

TEST YOUR KNOWLEDGE

CMMI[®] - SVC (v1.3)

35 objective-type questions



Suitable for:

- Process/ QA/ EPG/ PEG professionals
- CMMI[®]- SVC specialists, consultants, & trainers
- Appraisal Team Members (ATMs)
- Candidate lead appraisers & instructors
- Process compliance auditors

Rajesh Naik and Swapna Kishore

TEST YOUR KNOWLEDGE

CMMI® - SVC (V1.3)

Answer this 25 minute Quiz!

Use this quiz to test your knowledge of CMMI® - SVC (Version 1.3).

This quiz is suitable for:

- Process/ Quality Assurance/ EPG/ PEG professionals
- CMMI® - SVC specialists, consultants, and trainers
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The quiz contains questions on:

- Structure of the CMMI® and CMMI® - SVC, including:
 - Continuous and staged representations
 - Components of a process area
- Definitions and acronyms for commonly used terms
- Purpose and practices of various process areas in the model
- Relationship and commonalities across process areas
- Application of the understanding to a given situation by identifying the most relevant process area

This sample quiz is part of our resources for testing knowledge on CMMI®-SVC. Other resources include:

- A Quiz book (available as a Kindle eBook) with three tests. It is suitable for individuals who want to do self-assessment. The Kindle eBook is available here: [Amazon.com](https://www.amazon.com) and [Amazon.in](https://www.amazon.in)
- A Quiz Kit with eight test papers and eight presentations. This kit is suitable for consultants, trainers, and quality managers who can use the kit as part of awareness and skill-development programs. The kit can also be used to select individuals for model-specific roles and to evaluate their readiness.

Click <http://postsript-impressions.com/quizzes-on-cmmi/> for more information.

Instructions

1. Time allowed for the quiz: **25 minutes**.
2. **This is a closed book quiz.** Please do not refer to any books or materials while answering it.
3. Before you start:
 - a. Ensure you have no distractions
 - b. Keep your pen and paper ready so that you can note the Question # and your answer on the paper
4. Use a timer to make sure you do not exceed the allotted 25 minutes.
5. Things to remember while answering the questions:
 - a. For the 'select only one' questions, select the most appropriate option
 - b. Leave questions unanswered if not sure of the answer
 - c. There are **negative marks for wrong answers**
 - d. Some questions may take more time, so do not spend too much time on a single question.
Hint: You are likely to need more time for Questions 16-30.

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TEST YOUR KNOWLEDGE: CMMI® - SVC

TIME ALLOTTED: 25 mins

MAXIMUM SCORE → 40 Marks

Q 1-30 → 1 mark per correct answer

Q 31-35 → 2 marks per correct answer

[Negative marks for wrong answers]

Ready?

Get Set:

- Keep pen and paper handy
- Ensure no interruptions
- Set timer for 25 minutes

Go:

- Go to the next page to start the test

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Q1	CMMI® is the acronym for: (select only one)
	(A) Capability Maturity Model Integration
	(B) Capacity Management Model Institutionalized
	(C) Capability Maturity Model Integrated
	(D) Certification Management Model Instituted

Q2	To achieve Maturity Level 5 of the CMMI®: (select only one)
	(A) All applicable process areas of maturity levels 2, 3, 4, and 5 must be implemented
	(B) Only the process areas of maturity levels 5 have to be implemented
	(C) All applicable process areas of maturity levels 0, 1, 2, 3, 4, and 5 must be implemented
	(D) None of the above

Q3	The Defined maturity level in CMMI® is maturity level: (select only one)
	(A) Four
	(B) Three
	(C) Two
	(D) Five

Q4	The Work Planning process area belongs to: (select only one)
	(A) Capability Level 2
	(B) Capability Level 0
	(C) Capability Level 1
	(D) Maturity Level 2

Q5	Which of these process areas is NOT a part of CMMI® - SVC? (select only one)
	(A) Risk Management
	(B) Product Integration
	(C) Requirements Management
	(D) Decision Analysis and Resolution

Q6	The acronym for the process area Service Continuity is: (select only one)
	(A) SCON
	(B) SC
	(C) SVCC
	(D) SVCO

Q7	The Causal Analysis and Resolution process area belongs to the following process area category: (select only one)
	(A) Optimizing
	(B) Support
	(C) Service Establishment and Delivery
	(D) Process management

Q8	In CMMI®, the name of Maturity Level 5 is: (select only one)
	(A) Six Sigma
	(B) Optimized
	(C) Statistical
	(D) Optimizing

Q9	SST is the acronym for: (select only one)
	(A) Structured System Transition
	(B) Service System Transition
	(C) Service System Transfer
	(D) Structured Systems Transfer

Q10	In CMMI® - SVC, “An integrated and interdependent combination of component resources that satisfies service requirements” is a: (select only one)
	(A) Service system
	(B) Service delivery process
	(C) Service strategy
	(D) Service architecture

Q11	Maturity Level 4 of CMMI® - SVC has: (select only one)
	(A) Maturity levels do not contain process areas
	(B) 4 process areas
	(C) 3 process areas
	(D) 2 process areas

Q12	In addition to RSKM, which other process area addresses the identification of risks in its specific goals/ practices? (select only one)
	(A) IRP
	(B) WMC
	(C) DAR
	(D) WP

Q13	The focus of the STSM process area is: (select only one)
	(A) Ensuring that all services provided in the past are available in a catalog
	(B) Standardizing the internal audit process
	(C) Standardizing the training provided to staff members
	(D) Deciding which services to provide and standardizing these services

Q14	In addition to CM, which other process area addresses planning for data management in its specific goals/ specific practices? (select only one)
	(A) WP
	(B) MA
	(C) DAR
	(D) CAR

Q15	The REQM process area addresses: (select only one)
	(A) Management of requirements of products/ services and their components
	(B) Identification and mitigation of risks
	(C) Management of service requests
	(D) Tracking of changes to documents

Q16	“To establish and maintain a quantitative understanding of the performance of selected processes in the organization’s set of standard processes...” is the focus/ purpose of: (select only one).
	(A) CAR
	(B) OPM
	(C) QWM
	(D) OPP

Q17	The specific practice “Monitor the performance of selected subprocesses using statistical and other quantitative techniques” belongs to the following process area: (select only one)
	(A) OPF
	(B) QWM
	(C) MA
	(D) OPP

Q18	The specific practice “Establish and maintain estimates of work product and task attributes” belongs to the following process area: (select only one)
	(A) WMC
	(B) REQM
	(C) WP
	(D) MA

Q19	The specific practice “Analyze suggested improvements for their possible impact on achieving the organization’s quality and process performance objectives” belongs to the following process area: (select only one)
	(A) CAR
	(B) OPP
	(C) OPF
	(D) OPM

Q20	The specific practice “Establish and maintain definitions of measures to be included in the organization’s process performance analyses” belongs to the following process area: (select only one)
	(A) OPF
	(B) OPP
	(C) QWM
	(D) WP

Q21	The specific practice “Evaluate alternative solutions using established criteria and methods” belongs to the following process area: (select only one)
	(A) IRP
	(B) WMC
	(C) CAR
	(D) DAR

Q22	The specific practice “Perform configuration audits to maintain the integrity of configuration baselines” belongs to the following process area: (select only one)
	(A) CM
	(B) QWM
	(C) PPQA
	(D) REQM

Q23	Consider the assertion: “All our service centers are going to have a new layout and branding. We have made a high level plan to modify all twenty-five service centers over two months. For each service center, we have a detailed plan to relocate from the old to the new service center during the weekend, when the customer traffic is low and customers will be least inconvenienced.” To which process area can this be mapped? (select only one)
	(A) STSM
	(B) SD
	(C) IRP
	(D) SST

Q24	Consider the statement: “Our processes are housed in an online Intranet based ‘Process Hub.’ Our teams update the Knowledge Hub with their experiences related to providing services, and catalog them as lessons learned, best practices, etc.” To which process area can this be mapped? (select only one)
	(A) WP
	(B) OT
	(C) OPD
	(D) OPF

Q25	Consider the statement: “At our automobile service station, whenever a customer needs car servicing/ repair, we capture the customer’s requests in a ‘job card.’ The requests on the job card are tracked to closure.” To which process area can this be mapped? (select only one)
	(A) WP
	(B) SD
	(C) SSD
	(D) SST

Q26	Consider the statement: “On a weekly basis, we review the performance of our operations with respect to the plan for all important aspects such as costs, schedules and cycle times, volumes, quality, risks, and reporting requirements.” To which process area can this be mapped? (select only one)
	(A) WP
	(B) WMC
	(C) IRP
	(D) DAR

Q27	Consider the statement: “Our library has a system that defines how a book is labeled, where it is normally kept, and how the records are updated when the book is issued, returned, lost, or permanently removed from the library.” To which process area can this be mapped? (select only one)
	(A) SCON
	(B) SST
	(C) CM
	(D) WMC

Q28	Consider the assertion: “We annually modify our service catalogs. We have multiple versions of the service catalog, each with a different level of detail. Based on the level of interest that potential customers show in a service after looking at the top-level catalog, we show them the relevant detailed catalogs.” To which process area can this be mapped? (select only one)
	(A) OPD
	(B) SSD
	(C) REQM
	(D) STSM

Q29	Consider the assertion: “We calculate the requirement of taxis in various localities of the city on a half-hourly basis, using data from bookings made and our historical trends. We use these projected requirements to mobilize and relocate our taxis within the city so that we are able to meet a high percentage of customer requests and also minimize the idle time for taxis.” To which process area can this be mapped? (select only one)
	(A) Capacity and Availability Management
	(B) SCON
	(C) Risk Management
	(D) REQM

Q30	Consider this assertion: “In our organization, stakeholders take important decisions by using a formal procedure that includes identifying alternatives and applying evaluation criteria to select the best alternative.” To which process area can this be mapped? (select only one)
	(A) DAR
	(B) SCON
	(C) OPD
	(D) STSM

Q31- Q35	For each of the process areas given below, identify the corresponding maturity level number: (Max 2 marks each)	
Q31	Service System Development	ML=
Q32	Incident Resolution and Prevention	ML=
Q33	Configuration Management	ML=
Q34	Organization Performance Management	ML=
Q35	Decision Analysis and Resolution	ML=

◀ ◀ ◀ End of the Quiz ▶ ▶ ▶

For Answers, go to the next Page.....

Get the Answers

Download the **Answers** document to know the correct answers and compute your score. The document includes related explanations and provides guidance for improving knowledge and understanding of the model.

To download, click the link below. Please provide your email id and name in the form that appears in your browser.

<http://eepurl.com/CTyQD>

A link to the **Answers** document will be sent to you.

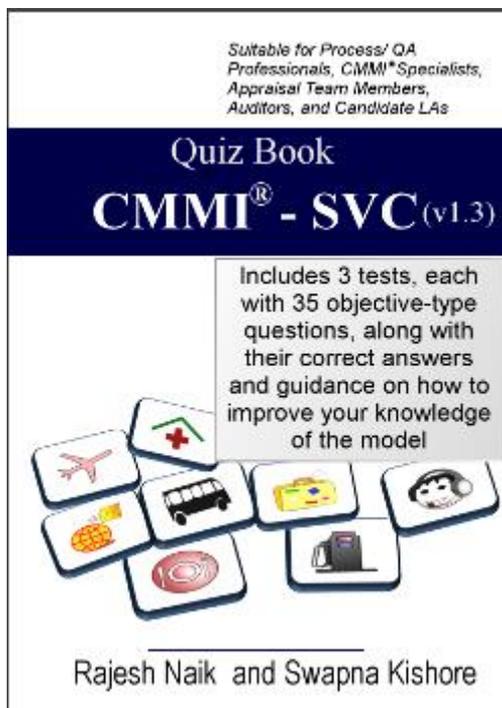
You will also be automatically subscribed to regular updates from the blog [AlignMentor](#). (You can unsubscribe at any time).

Here's the link again: <http://eepurl.com/CTyQD> to download the **Answers**.

Did you find this test useful?

Here are some additional products you can use to check your knowledge of CMMI® -SVC.

Quiz Book: CMMI® - SVC (V1.3) (available as a Kindle eBook)



Title: [Quiz Book: CMMI® - SVC \(V1.3\)](#)

Authors: Rajesh Naik and Swapna Kishore

ASIN: B00EIC3WEW

This eBook includes 3 tests, each with 35 objective-type questions (similar to the quiz in this document).

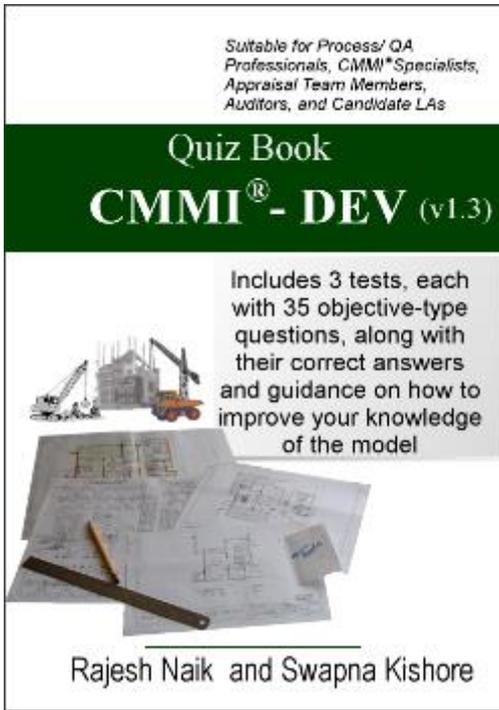
These quizzes are suitable for:

- Process/ Quality Assurance/ EPG/ PEG professionals
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The Kindle eBook is available here: [Amazon.com](#) and [Amazon.in](#)

Note: You can read Kindle eBooks on laptops, tablets, and phones by installing [free apps available from Amazon](#) .

Quiz Book: CMMI® - DEV (V1.3) (available as a Kindle eBook)



Title: [Quiz Book: CMMI® - DEV \(V1.3\)](#)

Authors: Rajesh Naik and Swapna Kishore

ASIN: B00IWJIWJM

This eBook includes 3 tests, each with 35 objective-type questions (similar to the quiz in this document).

These quizzes are suitable for:

- Process/ Quality Assurance/ EPG/ PEG professionals
- CMMI® - DEV specialists, consultants, and trainers
- Appraisal Team Members (ATMs)
- Candidate lead appraisers and instructors
- Process compliance auditors

The Kindle eBook is available here: [Amazon.com](#) and [Amazon.in](#)

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Quiz Kit: CMMI® – SVC (V1.3)

Quiz Kit: CMMI® - SVC (v 1.3)

Useful for:

- CMMI® SVC related training programs to test the knowledge of participants and as revision/ consolidation material
- Recruitment tests while hiring CMMI® specialists
- Running contests as part of CMMI® - SVC awareness programs



Contains:

- Eight test papers, each with 35 questions
- Eight presentations, each with 35 questions

**Can be used by consultants,
trainers, and quality managers**

[Click here for more details](#)

Click [here](#) to know more about the Quiz Kit.

Or email us at alignmentor@gmail.com