

CSI Practice Test Questions and Answers

1. How does COBIT relate to ITIL CSI?

- A) COBIT provides a governance framework for IT that complements ITIL CSI's improvement practices by adding control objectives and accountability
- B) COBIT replaces ITIL CSI entirely
- C) COBIT and ITIL are incompatible frameworks
- D) COBIT only applies to financial services organizations

2. What is the purpose of benchmarking in CSI?

- A) To compare performance against industry standards or peer organizations to identify improvement opportunities
- B) To set internal employee performance reviews
- C) To document change requests
- D) To calculate service desk costs

3. What is the CSI Register primarily used for?

- A) To document, track, and prioritize all improvement opportunities identified within an organization
- B) To record all IT incidents and their resolutions
- C) To store approved change requests
- D) To list all IT assets in the CMDB

4. What is a 'service scorecard' used for in CSI?

- A) To provide a consolidated view of service performance across multiple KPIs
- B) To document service catalog pricing
- C) To track employee attendance
- D) To record change advisory board decisions

Answers: 1-A 2-A 3-A 4-A

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