



Sample Exam

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Introduction

This is the sample exam EXIN Application Management Foundation with reference to ASL (AMF.EN).

This sample exam consists of 40 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this examination is 40. Each correct answer is worth one point. If you obtain 26 points or more you have passed.

The time allowed for this examination is 60 minutes.

No rights may be derived from this information.

Good luck!

Sample Exam

1 of 40

Which of these organizations deals mainly with Application management?

- A. a user organization responsible for determining the functionality of the application
- B. an IT organization responsible for maintaining software
- C. an IT organization responsible for keeping the technical infrastructure in order

2 of 40

From what perspective does Application management deal with information provision?

- A. Operational perspective
- B. Use perspective
- C. Maintenance perspective

3 of 40

The subject is an IT organization with separate departments for things like software development, application maintenance, helpdesk and monitoring the applications' performance. The manager of this organization has decided to operate in a more process-oriented manner without immediate reorganization.

What benefit will this bring?

- A. The client has more contact points in the IT organization.
- B. The quality of the services and products can be managed better.
- C. People will lose less time communicating with colleagues from other departments.

4 of 40

A manager of an IT department introduces process-based Application management for its parent company's important primary systems.

Which effect can be expected on the foreseeability of his IT costs?

- A. It will be reduced.
- B. It will be increased.
- C. It will remain the same.

5 of 40

Application management and Business information management both refer to frameworks that can be used when arranging processes in management organizations and are therefore intended for the managers in these organizations.

For which managers are Application management and Business information management intended?

- A. Application management and Business information management are both intended for application managers.
- B. Application management is intended for technical managers and Business information management for application managers.
- C. Application management is intended for application managers and Business information management for functional managers.

6 of 40

What is the difference between Application management and ITIL?

- A. Application management has a project-based approach whereas ITIL includes Best practices in the domain of Business information management.
- B. ITIL covers Service management whereas Application management has a project-based approach to application management.
- C. ITIL is a maturity model whereas Application management is a collection of Best practices.

7 of 40

Anyone working in an Application management organization can be certified in application management via an Application management exam.

Can Application management organizations also be specifically certified in Application management?

- A. yes
- B. no

8 of 40

Which of these system development approaches can be used in Application management's Maintenance and renewal processes?

- A. incremental
- B. prototyping
- C. waterfall
- D. incremental, prototyping and waterfall

9 of 40

What is a risk of the project-based approaches of a large-scale renewal of an application, using PRINCE2 as the method for example?

- A. It can adversely affect the management of renewal.
- B. The project is partly being implemented by employees who are not in the permanent maintenance team.
- C. In order to meet the deadline and to remain within budget, concessions are made to the application's maintainability and manageability.

10 of 40

When problems occur in using and operating applications, this will first be noticed in the Application support process cluster and may lead to the initiation of a change. Other things can lead to changes, however.

Which changes may probably **not** be initiated by the Application support process cluster?

- A. changes resulting from noted risks regarding continuity of applications
- B. changes as a result of far-reaching alterations to the operating processes
- C. changes for improving the application's performance

11 of 40

Which of these processes includes providing information to the clients on changes to IT service provisioning?

- A. Contract management
- B. Use support
- C. Quality management

12 of 40

A client has requested that the maintenance of his system be carried out in terms of releases in change stages. He has submitted twenty change requests in recent months.

In what process are the requests clustered in releases?

- A. Impact analysis
- B. Software control and distribution
- C. Change management

13 of 40

Which of these terms is used for a collection of objects that have been adjusted, changed and approved and that are to be transferred to the production environment?

- A. Change package
- B. Change set
- C. Shipment

14 of 40

Application management differentiates between process clusters with a service-oriented line of approach and process clusters with an application-oriented line of approach.

Which of the process clusters has the application-oriented line of approach?

- A. the Application support process cluster
- B. the Application Maintenance and renewal process cluster
- C. the Application management organization strategy process cluster

15 of 40

What is **not** a role of the Connecting processes?

- A. The Connecting processes synchronize the Management and maintenance processes.
- B. The Connecting processes are the key between implementation and policy.
- C. The Connecting processes complete the logistics within application management.

16 of 40

A large-scale maintenance project produces a “lessons learned” report, a report with an evaluation of the project and the lessons that the organization can learn following the project.

What Application management process(es) could the “lessons learned” report influence apart from Planning and control and Financial management?

- A. Quality management
- B. Quality management and Contract management
- C. Quality management, Contract management and Supplier management

17 of 40

Which process is **not** a management process?

- A. Quality management
- B. Supplier management
- C. Supplier definition

18 of 40

Which product is a result of Quality management?

- A. an overview of the agreements on the quality of service provision
- B. an overview of the results of the system test
- C. an overview of the skills of the IT staff

19 of 40

Which process cluster within the Application management framework is aimed at fleshing out the policy and the future of the service provision in the longer term of the Application management organization?

- A. Application strategy
- B. Application management organization strategy
- C. Management processes

20 of 40

What is a result of the Application strategy processes?

- A. a policy plan with regard to the Application management organization
- B. a plan describing the long-term strategy of an application
- C. a strategy for delivering the desired future service provision for an Application management organization

21 of 40

Which process is part of the process cluster Application strategy?

- A. IT developments definition
- B. IT developments strategy
- C. Technology definition

22 of 40

An Application management organization's HR manager wishes to know how many staff with knowledge of Internet technology he must recruit in the long term.

From which process does he get the **most** important information on the future need for this knowledge?

- A. Capabilities definition
- B. Quality management
- C. Planning and control

23 of 40

What is **not** a result of the Continuity management process?

- A. an overview of measures with a view to achieving better performance
- B. a plan in which the emergency fallback measures are dealt with
- C. a report on a dependency analysis and vulnerability study

24 of 40

Which of these activities is part of Software control and distribution?

- A. the retention of the versions of the objects
- B. providing information on releases
- C. providing information on application versions in use

25 of 40

What is **not** a result of the Realization process?

- A. Product assignment
- B. Technical design
- C. Unit test results

26 of 40

What is an objective of the Planning and control process?

- A. ensuring that the agreed service is realized with the correct human capacity and on time
- B. ensuring that clear agreements are made regarding services
- C. allocating the right resources to the services to be provided in the right quantities and at the right time

27 of 40

What is a result of the Quality management process?

- A. an overview of the calls handled
- B. an overview of the identified problems
- C. an overview of the changes in progress

28 of 40

In a release, some design documents are changed.

Which process is used to record which version of these documents belong to the version of the application in use?

- A. Configuration management
- B. Design
- C. Software control and distribution
- D. Change management

29 of 40

Which of these activities is **not** part of the Use support process?

- A. giving clients feedback on the status of their calls
- B. monitoring the handling of disruptions reported
- C. remedying disruptions by changing software

30 of 40

What is **not** an activity of Program management and distribution?

- A. providing information to Design or Realization about errors found during testing
- B. providing status information on software and documentation to Design or Realization
- C. providing various kinds of documentation to Design or Realization

31 of 40

What form of testing is part of Application management?

- A. acceptance test by end users
- B. operational test by the data center
- C. functional system test by the system designers

32 of 40

What test is carried out first when carrying out a maintenance assignment within Application management?

- A. operational test
- B. system test
- C. unit test

33 of 40

What report is prepared in the Planning and control process?

- A. a report on the availability of the application
- B. a report on employee productivity
- C. a report on trends in achieving service levels

34 of 40

Application management has three levels into which the processes are divided.

Which processes are considered to be the **most** important in Application management?

- A. the strategic processes
- B. the management processes
- C. the operational processes

35 of 40

Why is Configuration management part of the Operations management processes?

- A. This is a continuous activity, which helps to ensure that the application remains running as efficiently as possible.
- B. This is a project-based activity that can be planned and that is done during a maintenance round.
- C. This is geared towards the future of IT support to the business processes.

36 of 40

Which data are transferred from the Program management and distribution process to Configuration management?

- A. the composition of a release
- B. the test results
- C. information on changed and new objects

37 of 40

What process is focused on the external quality aspects of Application management?

- A. Contract management
- B. Quality management
- C. Supplier management

38 of 40

What is meant by service team within Application management with reference to ASL?

- A. the service desk where all the users ask all questions and report all disruptions
- B. a single point of contact for clients which is responsible for the services of infrastructure management and application management
- C. employees from workstation management who locally solve problems with the PC clients

39 of 40

Reference is made within Application management to proactive IT support. This means thinking with the client and thinking ahead and not just acting reactively. The Application strategy processes including Application life cycle management fulfil this to a considerable extent.

What is the goal of this proactive IT support?

- A. optimal support of a business process by IT during the entire life cycle of the business process
- B. maintaining an existing application in optimum condition in technical terms so as to prolong its life cycle for as long as possible
- C. renovating a client's applications as often as possible

40 of 40

The role of the organizer and the approach of the change phase are very important in successful implementation of Application management.

What must an organization be aware of when implementing Application management?

- A. The organizer must have knowledge and experience of implementing Service management processes; whether this experience was gained through Infrastructure management or Application management is not so important.
- B. It is very important during the implementation process that use is made of shop floor employees' knowledge and experience.
- C. Setting up effective processes is quite easy if best practices from the Application management knowledge base are used.

Answer Key

1 of 40

Which of these organizations deals mainly with Application management?

- A. a user organization responsible for determining the functionality of the application
- B. an IT organization responsible for maintaining software
- C. an IT organization responsible for keeping the technical infrastructure in order

- A. Incorrect. This organization deals mainly with Business information management.
- B. Correct. This organization deals mainly with Application management. (§2.2.1)
- C. Incorrect. This organization deals mainly with Infrastructure management.

2 of 40

From what perspective does application management deal with information provision?

- A. Operational perspective
- B. Use perspective
- C. Maintenance perspective

- A. Incorrect. Infrastructure management looks at this from the operational perspective.
- B. Incorrect. Business information management looks at this from a use perspective.
- C. Correct. Application management looks at this from the maintenance perspective. (§2.2.1)

3 of 40

The subject is an IT organization with separate departments for things like software development, application maintenance, helpdesk and monitoring the applications' performance. The manager of this organization has decided to operate in a more process-oriented manner without immediate reorganization.

What benefit will this bring?

- A. The client has more contact points in the IT organization.
- B. The quality of the services and products can be managed better.
- C. People will lose less time communicating with colleagues from other departments.

- A. Incorrect. The aim is to have as few contact points as possible.
- B. Correct. Process-based working involves measuring the entire process; this will provide more details on the quality of the service thus leading to better management.
- C. Incorrect. There will in fact be more communication between the departments.

4 of 40

A manager of an IT department introduces process-based Application management for its parent company's important primary systems.

Which effect can be expected on the foreseeability of his IT costs?

- A. It will be reduced.
- B. It will be increased.
- C. It will remain the same.

- A. Incorrect. The foreseeability of his IT costs can be expected to increase.
- B. Correct. The foreseeability of his IT costs can be expected to increase. (§2.4.2)
- C. Incorrect. The foreseeability of his IT costs can be expected to increase.

5 of 40

Application management and Business information management both refer to frameworks that can be used when arranging processes in management organizations and are therefore intended for the managers in these organizations.

For which managers are Application management and Business information management intended?

- A. Application management and Business information management are both intended for application managers.
- B. Application management is intended for technical managers and Business information management for application managers.
- C. Application management is intended for application managers and Business information management for functional managers.

- A. Incorrect. Business information management is intended for business information management and within this for functional managers (among other roles).
- B. Incorrect. Application management is intended for application managers, these are sometimes referred to as technical application managers; technical managers work within Infrastructure management.
- C. Correct. Application management is intended for Application management organizations and within these for the application managers and Business information management is intended for Business information management and within this for functional managers. (§2.2.1 and appendices A and F)

6 of 40

What is the difference between Application management and ITIL?

- A. Application management has a project-based approach whereas ITIL includes Best practices in the domain of Business information management.
- B. ITIL covers Service management whereas Application management has a project-based approach to application management.
- C. ITIL is a maturity model whereas Application management is a collection of Best practices.

- A. Incorrect. ITIL is not focused on Business information management.
- B. Correct. Application management has a project-based approach to application management. (§2.2)
- C. Incorrect. ITIL is not a maturity model.

7 of 40

Anyone working in an Application management organization can be certified in application management via an Application management exam.

Can Application management organizations also be specifically certified in Application management?

- A. yes
- B. no

- A. Correct. Organizations can have their application management processes certified based on the NEN 3434 norm. (§10.4)
- B. Incorrect. Organizations can have their application management processes certified based on the NEN 3434 norm.

8 of 40

Which of these system development approaches can be used in Application management's Maintenance and renewal processes?

- A. incremental
- B. prototyping
- C. waterfall
- D. incremental, prototyping and waterfall

- A. Incorrect. The ASL framework suggests that only waterfall-based development is suitable with Application management, but all approaches are suited to Application management provided these are well-defined in the quality management process.
- B. Incorrect. The ASL framework suggests that only waterfall-based development is suitable with Application management, but all approaches are suited to Application management provided these are well-defined in the quality management process.
- C. Incorrect. The ASL framework suggests that only waterfall-based development is suitable with Application management but all approaches are suited to Application management provided these are well-defined in the quality management process.
- D. Correct. The ASL framework suggests that only waterfall-based development is suitable with Application management, but all approaches are suited to Application management provided these are well-defined in the quality management process. (§5.1.2)

9 of 40

What is a risk of the project-based approaches of a large-scale renewal of an application, using PRINCE2 as the method for example?

- A. It can adversely affect the management of renewal.
 - B. The project is partly being implemented by employees who are not in the permanent maintenance team.
 - C. In order to meet the deadline and to remain within budget, concessions are made to the application's maintainability and manageability.
-
- A. Incorrect. The management will in fact improve.
 - B. Incorrect. This is not a consequence of a project-based approach. These people would also have been required for a non project-based approach.
 - C. Correct. Projects involve this risk as the project manager is not himself affected by this. (§7.3.2)

10 of 40

When problems occur in using and operating applications, this will first be noticed in the Application support process cluster and may lead to the initiation of a change. Other things can lead to changes, however.

Which changes may probably **not** be initiated by the Application support process cluster?

- A. changes resulting from noted risks regarding continuity of applications
- B. changes as a result of far-reaching alterations to the operating processes
- C. changes for improving the application's performance

- A. Incorrect. These changes are initiated by Continuity management.
- B. Correct. These changes are dealt with directly by Change management and not via Management processes. (§6.2)
- C. Incorrect. These changes are initiated via IT Operation management.

11 of 40

Which of these processes includes providing information to the clients on changes to IT service provisioning?

- A. Contract management
- B. Use support
- C. Quality management

- A. Incorrect. This process does involve agreements with clients, providing information does not.
- B. Correct. Use support involves direct communication with clients. (§4.2.3)
- C. Incorrect. This is a tactical process and not aimed directly at clients.

12 of 40

A client has requested that the maintenance of his system be carried out in terms of releases in change stages. He has submitted twenty change requests in recent months.

In what process are the requests clustered in releases?

- A. Impact analysis
- B. Software control and distribution
- C. Change management

- A. Incorrect. The consequences of the requests are mapped out in this process based on which the release is compiled.
- B. Incorrect. This process includes the roll-out of the release, amongst other things.
- C. Correct. This process includes the compilation of the release. (§6.2.4)

13 of 40

Which of these terms is used for a collection of objects that have been adjusted, changed and approved and that are to be transferred to the production environment?

- A. Change package
- B. Change set
- C. Shipment

- A. Correct. A change package is a collection of objects that have been changed and approved and that are to be transferred to the production environment. (§6.3.)
- B. Incorrect. A change is the collection of objects that may be changed as the result of a release.
- C. Incorrect. A shipment is a collection of changed objects all of which are being transferred to one or more production environments.

14 of 40

Application management differentiates between process clusters with a service-oriented line of approach and process clusters with an application-oriented line of approach.

Which of the process clusters has the application-oriented line of approach?

- A. the Application support process cluster
- B. the Application Maintenance and renewal process cluster
- C. the Application management organization strategy process cluster

- A. Incorrect. This process cluster has a service-oriented line of approach.
- B. Correct. This process cluster has an application-oriented line of approach. (§3.1)
- C. Incorrect. This process cluster has a service-oriented line of approach.

15 of 40

What is **not** a role of the Connecting processes?

- A. The Connecting processes synchronize the Management and maintenance processes.
- B. The Connecting processes are the key between implementation and policy.
- C. The Connecting processes complete the logistics within application management.

- A. Incorrect. This is one of the roles of the Connecting processes.
- B. Correct. This is a role of the Management processes. (§6.2)
- C. Incorrect. This is one of the roles of the Connecting processes.

16 of 40

A large-scale maintenance project produces a “lessons learned” report, a report with an evaluation of the project and the lessons that the organization can learn following the project.

What Application management process(es) could the “lessons learned” report influence apart from Planning and control and Financial management?

- A. Quality management
- B. Quality management and Contract management
- C. Quality management, Contract management and Supplier management

- A. Incorrect. It can also influence Contract management and Supplier management.
- B. Incorrect. It can also influence Supplier management.
- C. Correct. It can influence all three management processes. (Chapter 7)

17 of 40

Which process is **not** a management process?

- A. Quality management
- B. Supplier management
- C. Supplier definition

- A. Incorrect. This process is one of the management processes.
- B. Incorrect. This process is one of the management processes.
- C. Correct. This process is not a management process but is part of Application management organization strategy. (§7.1.1)

18 of 40

Which product is a result of Quality management?

- A. an overview of the agreements on the quality of service provision
- B. an overview of the results of the system test
- C. an overview of the skills of the IT staff

- A. Incorrect. This is a result of Contract management.
- B. Incorrect. This is a result of the Testing process.
- C. Correct. This is a result of Quality management. (§7.4)

19 of 40

Which process cluster within the Application management framework is aimed at fleshing out the policy and the future of the service provision in the longer term of the Application management organization?

- A. Application strategy
- B. Application management organization strategy
- C. Management processes

- A. Incorrect. This process cluster is aimed at the future of IT in the client organization.
- B. Correct. This process cluster is aimed at the future of the services of the IT organization. (§3.1)
- C. Incorrect. These processes are aimed at the shorter term.

20 of 40

What is a result of the Application strategy processes?

- A. a policy plan with regard to the Application management organization
- B. a plan describing the long-term strategy of an application
- C. a strategy for delivering the desired future service provision for an Application management organization

- A. Incorrect. This is a result of the Management processes.
- B. Correct. This is a result of the Application strategy processes. (§8.5.4)
- C. Incorrect. This is a result of the Application management organization strategy processes.

21 of 40

Which process is part of the process cluster Application strategy?

- A. IT developments definition
- B. IT developments strategy
- C. Technology definition

- A. Incorrect. This not an existing process within Application management.
- B. Correct. This process is part of Application strategy. (§8.1.2)
- C. Incorrect. This process is part of Application management organization strategy.

22 of 40

An Application management organization's HR manager wishes to know how many staff with knowledge of Internet technology he must recruit in the long term.

From which process does he get the **most** important information on the future need for this knowledge?

- A. Capabilities definition
- B. Quality management
- C. Planning and control

- A. Correct. Capabilities definition lists the current status and states the objectives in quantities of experience and skills. (§9.3.3)
- B. Incorrect. Quality management does not look at future requirements but does stipulate that these needs continue to be fulfilled.
- C. Incorrect. Planning and control deals with short-term use.

23 of 40

What is **not** a result of the Continuity management process?

- A. an overview of measures with a view to achieving better performance
- B. a plan in which the emergency fallback measures are dealt with
- C. a report on a dependency analysis and vulnerability study

- A. Correct. This is a result of IT operation management. (§4.4 and §4.5)
- B. Incorrect. This is a result of Continuity management.
- C. Incorrect. This is a result of Continuity management.

24 of 40

Which of these activities is part of Software control and distribution?

- A. the retention of the versions of the objects
- B. providing information on releases
- C. providing information on application versions in use

- A. Correct. Versions of objects are retained by Software control and distribution. (§5.3.3 and 5.3.4)
- B. Incorrect. Information on releases is provided by Change management and Use support.
- C. Incorrect. Information on application versions in use is provided by Configuration management.

25 of 40

What is **not** a result of the Realization process?

- A. Product assignment
- B. Technical design
- C. Unit test results

- A. Correct. This is a result of the design process. (§5.4.4 and 5.3.4)
- B. Incorrect. The decision was made within Application management for the Technical design to be carried out in the Realization process.
- C. Incorrect. The unit is part of the realization process.

26 of 40

What is an objective of the Planning and control process?

- A. ensuring that the agreed service is realized with the correct human capacity and on time
- B. ensuring that clear agreements are made regarding services
- C. allocating the right resources to the services to be provided in the right quantities and at the right time

- A. Correct. This is an objective of Planning and control. (§7.3.1)
- B. Incorrect. This is an objective of Contract management.
- C. Incorrect. This is an objective of the Capacity management sub-process of IT operation management.

27 of 40

What is a result of the Quality management process?

- A. an overview of the calls handled
- B. an overview of the identified problems
- C. an overview of the changes in progress

- A. Incorrect. This is a result of Use support.
- B. Correct. This is a result of Quality management. (§7.4.4)
- C. Incorrect. This is a result of Change management.

28 of 40

In a release, some design documents are changed.

Which process is used to record which version of these documents belong to the version of the application in use?

- A. Configuration management
- B. Design
- C. Software control and distribution
- D. Change management

- A. Correct. The data on the versions in production/use are recorded in Configuration management. (§4.3.2 and 4.3.5)
- B. Incorrect. The documents are changed in the Design process.
- C. Incorrect. Via Software control and distribution, physical program and documentation versions are transferred to the correct environment and distribution and the status of an application object being maintained will be kept up-to-date.
- D. Incorrect. The composition of a release will be established in the Change management process.

29 of 40

Which of these activities is **not** part of the Use support process?

- A. giving clients feedback on the status of their calls
- B. monitoring the handling of disruptions reported
- C. remedying disruptions by changing software

- A. Incorrect. This activity is part of Use support.
- B. Incorrect. This activity is part of Use support.
- C. Correct. This is part of the maintenance processes. (§4.2.2)

30 of 40

What is **not** an activity of Program management and distribution?

- A. providing information to Design or Realization about errors found during testing
- B. providing status information on software and documentation to Design or Realization
- C. providing various kinds of documentation to Design or Realization

- A. Correct. This is an activity of Testing. (§6.3)
- B. Incorrect. This is an activity of Program management and distribution.
- C. Incorrect. This is an activity of Program management and distribution.

31 of 40

What form of testing is part of Application management?

- A. acceptance test by end users
- B. operational test by the data center
- C. functional system test by the system designers

- A. Incorrect. This form of testing is part of Business information management.
- B. Incorrect. This form of testing is part of Infrastructure management.
- C. Correct. This form of testing is part of Application management. (§5.5.2)

32 of 40

What test is carried out first when carrying out a maintenance assignment within Application management?

- A. operational test
- B. system test
- C. unit test

- A. Incorrect. This test is part of Infrastructure management and takes place during testing.
- B. Incorrect. This test is part of the Testing process.
- C. Correct. This test is part of the Realization process. (§5.2.2)

33 of 40

What report is prepared in the Planning and control process?

- A. a report on the availability of the application
- B. a report on employee productivity
- C. a report on trends in achieving service levels

- A. Incorrect. This report is prepared in the IT operation management process.
- B. Correct. This report is prepared in the Planning and control process. (§7.3.3)
- C. Incorrect. This report is prepared in the Contract management process.

34 of 40

Application management has three levels into which the processes are divided.

Which processes are considered to be the **most** important in Application management?

- A. the strategic processes
- B. the management processes
- C. the operational processes

- A. Incorrect. The operational processes are the most important because nothing will happen without these processes; they are the objective of an application management organization.
- B. Incorrect. The operational processes are the most important because nothing will happen without these processes; they are the objective of an application management organization.
- C. Correct. The operational processes are the most important because nothing will happen without these processes; they are the objective of an application management organization. (§3.2.2)

35 of 40

Why is Configuration management part of the Operations management processes?

- A. This is a continuous activity, which helps to ensure that the application remains running as efficiently as possible.
- B. This is a project-based activity that can be planned and that is done during a maintenance round.
- C. This is geared towards the future of IT support to the business processes.

- A. Correct. Management activities take place continuously. (§3.1)
- B. Incorrect. It would then be maintenance.
- C. Incorrect. It would then be a strategic process.

36 of 40

Which data are transferred from the Program management and distribution process to Configuration management?

- A. the composition of a release
- B. the test results
- C. information on changed and new objects

- A. Incorrect. This is a result of Change management.
- B. Incorrect. This is the output from some maintenance processes.
- C. Correct. Configuration management records which changed or new versions have been taken into production. (§6.3.5)

37 of 40

What process is focused on the external quality aspects of Application management?

- A. Contract management
- B. Quality management
- C. Supplier management

- A. Correct. Contract management is focused on external quality, what the client experiences. (§2.4.2)
- B. Incorrect. Quality management is focused on internal (and purchased) quality.
- C. Incorrect. Supplier management is focused on purchased quality.

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What is meant by service team within Application management with reference to ASL?

- A. the service desk where all the users ask all questions and report all disruptions
- B. a single point of contact for clients which is responsible for the services of infrastructure management and application management
- C. employees from workstation management who locally solve problems with the PC clients

- A. Incorrect. A service desk is a point in particular for receiving operational reports on the service.
- B. Correct. This is what is meant by service team within Application management. (§2.4.3)
- C. Incorrect. They are part of Infrastructure management.

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Reference is made within Application management to proactive IT support. This means thinking with the client and thinking ahead and not just acting reactively. The Application strategy processes including Application life cycle management fulfil this to a considerable extent.

What is the goal of this proactive IT support?

- A. optimal support of a business process by IT during the entire life cycle of the business process
- B. maintaining an existing application in optimum condition in technical terms so as to prolong its life cycle for as long as possible
- C. renovating a client's applications as often as possible

- A. Correct. This is essentially what Application management is about. (§2.4.4 and §8.5.1)
- B. Incorrect. This is not about an application's life cycle; if the process requires another system, another system must be provided.
- C. Incorrect. This is not specifically client-oriented.

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The role of the organizer and the approach of the change phase are very important in successful implementation of Application management.

What must an organization be aware of when implementing Application management?

- A. The organizer must have knowledge and experience of implementing Service management processes; whether this experience was gained through Infrastructure management or Application management is not so important.
 - B. It is very important during the implementation process that use is made of shop floor employees' knowledge and experience.
 - C. Setting up effective processes is quite easy if best practices from the Application management knowledge base are used.
-
- A. Incorrect. The organizer requires intensive knowledge of Application management.
 - B. Correct. Their knowledge and experience regarding the current and desired working procedures are indispensable. (§10.2.3)
 - C. Incorrect. Setting up an efficient working process is difficult; it is not advisable to simply use procedures from other organizations.

Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer	Question	Answer
1	B	21	B
2	C	22	A
3	B	23	A
4	B	24	A
5	C	25	A
6	B	26	A
7	A	27	B
8	D	28	A
9	C	29	C
10	B	30	A
11	B	31	C
12	C	32	C
13	A	33	B
14	B	34	C
15	B	35	A
16	C	36	C
17	C	37	A
18	C	38	B
19	B	39	A
20	B	40	B

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