

# Certified Incident Manager Practice Test Questions and Answers

## 1. What is the primary goal of incident management?

- A) To prevent all incidents from occurring
- B) To restore normal service operations as quickly as possible
- C) To identify the root cause of every incident
- D) To document all incidents for compliance

## 2. According to ITIL, what is the first step in the incident management process?

- A) Categorization
- B) Investigation and diagnosis
- C) Incident identification and logging
- D) Resolution and recovery

## 3. What is the difference between an incident and a problem in ITIL?

- A) There is no difference
- B) An incident is a single event, a problem is the underlying cause
- C) Problems are more urgent than incidents
- D) Incidents affect users, problems affect systems

## 4. Which priority level typically requires immediate attention in incident management?

- A) Priority 4 (Low)
- B) Priority 3 (Medium)
- C) Priority 2 (High)
- D) Priority 1 (Critical)

Answers: 1-B 2-C 3-B 4-D

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