

Sample Assessment Questions and Metadata

The following information is needed in order to setup an Item Bank. Please copy and paste this worksheet on a new tab for each Item Bank you need to create.												
ITEM BANK INFORMATION (Only 1)												
GENERAL ITEM BANK PROPERTIES												
Item Bank Title:		Overview										
Item Bank Description (Optional):												
ITEM BANK QUESTIONS AND RESPONSES												
#	Question Text	Response Type	Pts	Resp Order	Correct Response Feedback	Incorrect Response Feedback	Response Number(s)	Response 1	Response 2	Response 3	Response 4	
1	Under which circumstances are Change Tickets required?	MC-S	1	Random	Correct! Change tickets are required for any changes to services, systems, or hardware within a production region, including R1/SEA.	Incorrect. Review the scope of change management.	1	Any changes to services, systems, or hardware within a production region, including R1/SEA.	Only changes that resolve errors or bugs in a production region require tickets.	Only changes to services or systems in production regions. Hardware changes in production regions do not require change tickets, because Inventory and Asset procedures track the change throughout the process.	Only changes resulting from customer-impacting events require change tickets.	
2	Who is responsible for communicating with on-call and checking validation results at the time of change execution?	MC-S	1	Random	Correct! The executing engineer is responsible for communicating with on-call teams and checking validation results at the time of change execution.	Incorrect. Review the change management roles.	1	The executing engineer.	The peer reviewer.	The manager.	The change requester.	
3	Which of the following are best practices while executing a change? Select three.	MC-M	1	Fixed	Correct! 'Begin your change with the least impacted region and progress through higher impact regions,' 'Validate the change after each Availability Domain deployment,' and 'Do not execute anything other than the implementation plan' are all best practices while executing a change.	Incorrect. Review the change preparation best practices and change execution guidelines topics.	1, 2, 3	Begin your change with the least impacted region and progress through higher impact regions.	Validate the change after each Availability Domain deployment.	Do not execute anything other than the implementation plan.	Wait until changes are complete before you document progress, as stopping to input this information will slow you down.	
4	Select the best action that the implementer can take to fix an unsuccessful change.	MC-S	1	Random	Correct! Rollback to the previous version immediately is the best action that the implementer can take to fix an unsuccessful change.	Incorrect. Review the validation and recovery best practices topic.	1	Rollback to the previous version immediately.	If the impact is negligible, implement the solution.	Submit an incident ticket, then troubleshoot the issue.	Keep the change ticket open and work on the resolution.	

5	Which of the following are best practices for validating a change? Select two.	MC-M	1	Fixed	Correct! 'Document the result of the validation in the comment section of the ticket,' and 'Run all necessary dependency validation tests' are best practices for validating a change. Confluence pages should not be linked because they change, and rollback steps should be validated before approval.	Incorrect. Review the validation and recovery best practices topic.	1, 3	Document the result of the validation in the comment section of the ticket.	Link to Confluence pages that have detailed validation and recovery steps.	Run all necessary dependency validation tests.	Make sure the change is approved before testing and validating the rollback steps.
6	What are the benefits of change management? Select two.	MC-M	1	Random	Correct! It reduces the risk of customer impact and acts as a source of truth.	Incorrect. Review the importance of change management topic.	1, 2	CM reduces the risk of customer impact during a change.	CM acts as a source of truth for tooling, automation, and practices improvements.	CM provides a way of tracking pre-production changes to avoid mistakes in production.	CM provides engineers with the technical expertise they need to resolve more advanced incidents.
7	Where can someone get information about a change freeze?	MC-S	1	Fixed	Correct! All are good options.	Incorrect. Review the change freeze topic.	4	Subscribe to the change freeze calendar.	Look for a banner in Jira.	Check for announcements in the #oci_change_chat Slack channel.	All of the above.
8	A level of 5 (Optimized) on this scale indicates that a company has a proactive and advanced strategy.	MC-S	1	Fixed	Correct! Operational Maturity is the measure of a company's operational strategy -- from Chaotic (level 1) to Optimized (level 5).	Incorrect. Review the Overview section.	2	Change Management	Operational Maturity	DevOps Lifecycle	Engineering Operations
9	What is the primary goal of the ChIP initiative?	MC-S	1	Random	Correct! Continuous improvement and strengthening of our Dev Ops culture is the primary goal of the ChIP initiative.	Incorrect. Review the ChIP scores topic.	1	Continuous improvement and strengthening of our Dev Ops culture.	Identification and disciplining of teams with substandard assessment scores.	To determine the training needs for DevOps.	Removing access to production environments for individuals that have caused errors.
11	Which statement is true about emergency tickets?	MC-S		Random	Correct! The Director is accountable for the business justification for an emergency ticket.	Incorrect. Review the three change types topic.	2	An emergency ticket must be fully approved to move to a scheduled status.	The Director is accountable for the business justification for an emergency ticket.	The change requestor and approver can be the same person if it's an emergency change.	Updates to an emergency change ticket scope should go in the ticket description.
12	Who must only approve customer-impacting changes?	MS-S	1	Random	Correct! Customer Operations must approve only customer-impacting changes.	Incorrect. Review the Change Management Approval Matrix.	4	Director	Manager	Engineering Operations	Customer Operations
13	Who is responsible for getting all approvals before a ticket can be scheduled?	MS-S	1	Random	Correct! The change requester must get all approvals.	Incorrect. Review the change management roles topic.	1	Requester	Approver	Executing Engineer	Manager
14	Which are emergency change best practices? Select two.	MS-M	1	Random	Correct! Create the emergency ticket immediately with minimum information, and complete the documentation after the fact. It's important to begin	Incorrect. Review the emergency change best practices topic.	1, 3	Complete the documentation after the fact.	Have the change approved by Engineering Operations.	Create the emergency ticket immediately with minimum information.	Ensure you have Director approval before scheduling the change.

ASSESSMENT PROPERTIES

The following information is needed in order to setup an Assessment. All pre-populated fields are default parameters and can be changed if needed.

ASSESSMENT INFORMATION

Name of Content Owner: Kristin Fiore

GENERAL ASSESSMENT PROPERTIES

Assessment Type - Test or Survey: Test

Title: Change Management Assessment

Description: Required test for completion of Change Management course

Questions Pulled are **Random** or in a **Fixed Order**? Fixed

Language: English

Items Per Page: All

Scoring Option (Not Scored/% Scored/Sum): Percentage Scored

Mastery Score (Mandatory for % Scored or Sum): 85%

Mark Items for Review (Yes or No): Yes

RESUME

Is Resumable? (Yes or No): Yes

FEEDBACK:

Feedback Type: After Each Page

SECTION PROPERTIES (Copy and Paste This Section as needed for Multiple Sections and Item Banks)

Section Title (1): Overview

Description (*Optional*):

Answer All Items?: Yes

Item Bank Title (1): Overview

Number of Questions Pulled from Item Bank: All