ITSM20F.EN^{Q&As}

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IT Service Management Foundation based on ISO/IEC 20000

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QUESTION 1

Which of the following is a best practice concerning information security risk assessment?

A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.

B. Information security risk assessments should be performed as a result of the review of every incident.

C. Information security risk assessments should be performed at agreed intervals and be maintained during changes.

D. Information security risk assessments should be performed once a year.

Correct Answer: C

QUESTION 2

What is the objective of the service reporting process?

A. to document measures taken to manage information security effectively within all service activities

B. to minimize disruption to the business by using the information contained in reports in order to identify and analyze the cause of Incidents

C. to produce agreed, timely, reliable, accurate information to aid decision making and effective communication

D. to provide progress reports on the planning and implementation of service management

Correct Answer: C

QUESTION 3

Which of the following activities in the Problem Management process is related to the Change Management process?

A. identifying Problems

B. classifying Problems

C. correcting Problems

D. investigating a solution

Correct Answer: C

QUESTION 4

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

A. Capacity management

B. Incident management

C. Information security management

D. Release management

Correct Answer: C

QUESTION 5

What is a purpose of ISO/IEC 20000?

A. to promote the adoption of an integrated process approach

B. to promote the adoption of IT governance

C. to provide best practice guidance on IT Service Management

D. to provide best practice guidance on security management

Correct Answer: A

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