EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

Which statement with regard to Information Security Management is true?

A. Information Security Management to specifically focus on managing Information Security effective within allinformation systems.

B. Management with appropriate authority shall approve an Information Security policy.

C. Security Incidents need to be reported and recorded immediately in line with the Problem Managementprocedure.

D. Security Incidents shall only be reported and recorded if they affect more than one user

Correct Answer: B

QUESTION 2

The service provider thinks that the service levels will not be met might a certain incident occur. When will the customer be informed?

A. After the breach

B. Before the breach

C. During service reporting

D. Never

Correct Answer: B

QUESTION 3

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

A. Capacity Management

B. Service Level Management

C. Configuration Management

D. Availability Management

Correct Answer: A

QUESTION 4

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the

impact and required resources. Which process or function is responsible for this activity?

A. Change Management

B. Configuration Management

C. Release Management

D. Service Desk

Correct Answer: A

QUESTION 5

When can the building and testing of a Change begin?

A. As soon as the impact analysis has been discussed by the members of the Change Advisory Board

B. As soon as there is a correct network plan for the change

C. As soon as the Request for Change (RFC) has been formally authorized

D. As soon as the Request for Change (RFC) has been classified

Correct Answer: C

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