

# EX0-114<sup>Q&As</sup>

IT Service Mgmt Foundation Bridge 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 duringchanges.
- D. Information security risk assessments should be performed once a year.

Correct Answer: C

#### **QUESTION 2**

What is a Known Error?

- A. A serious incident whose resolution is known
- B. A Problem that is resolved
- C. A Problem for which the cause and Workaround have been identified
- D. A Problem that cannot be matched

Correct Answer: D

#### **QUESTION 3**

The success and failure of Releases shall be measured. What is included in these measurements?

- A. The frequency and types of Releases
- B. The Incidents related to a Release in the period following a Release
- C. The Release dates
- D. The Request for Change (RFC)

Correct Answer: B

#### **QUESTION 4**

What is the objective of the Security Management process?

- A. to manage information security effectively for critical services only
- B. to manage information security effectively for IT staff



- C. to manage information security effectively relating to the financial administration of service activities
- D. to manage information security effectively within all service activities

Correct Answer: D

### **QUESTION 5**

Who or what should always be informed in case a release is rejected, delayed or cancelled?

- A. Business relationship management
- B. Change management
- C. Incident management
- D. The senior management representative
- Correct Answer: B

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