Financial

CITP

Certified Information Technology Professional (CITP)

Answer: A

Question: 185
Advantages of outsourcing the service desk include:

A. Quicker implementation time
B. Lower customer satisfaction
C. More comprehensive training
D. None of the above

Answer: A

Question: 186
Knowledge management includes:

A. Documenting how-to-use applications
B. Sharing information on problems and fi xes
C. Making information available to users
D. All of the above

Answer: D

Question: 187
An objective of incident management is to:

A. Minimize the adverse impact of incidents and problems
B. Restore operations as soon as possible
C. Develop a workaround
D. Resolve problems

Answer: B

Question: 188
Problem severity is an important aspect of problem management needed to:

A. Prioritize problem resolution
B. Determine the cost/benefi t of resolving individual problems
C. Identify regulatory compliance issues
D. All of the above

Answer: D

Question: 189
Problem management tools should be part of a common toolset integrated with:

A. Asset management
B. Change management
C. Service desk
D. All of the above

Answer: D

Question: 190
A problem reporting process is needed to:

A. Measure against SLAs
B. Identify the root cause of problems
C. Follow up on action responses
D. All of the above

Answer: A

Question: 191
ISO 17799 covers:

A. Security policy
B. Security organization
C. Asset classifi cation and control
D. All of the above

Answer: D

Question: 192
An information security policy provides all of the following, Except:

A. Guide to decision making about information security
B. High-level statements of security objectives
C. Instructions for implementing security attributes
D. Ways to prevent and respond to threats

Answer: C

Question: 193
According to the CERT, what percent of actual security incidents goes unreported?

A. 20 percent
B. 40 percent
C. 60 percent
D. 80 percent

Answer: D

Question: 194
Information security requires participation and support from which one of the the following groups:

A. Local system administrators
B. Department managers
C. Contractors
D. All of the above

Answer: D

Question: 195
Vulnerability management includes which one of the following process:

A. Inventory of physical assets
B. Change management
C. Virus protection software
D. None of the above

Answer: B

Question: 196
Implementing identity management can result in all of the following benefits, Except:

A. Reduced help desk call volume
B. Consistent security and accountability
C. Improved password selection
D. Improved turnaround time for adding users

Answer: C

Question: 197
Encryption technologies electronically store information in an encoded form that can only be decoded by an authorized individual who has the appropriate decryption technology and a:

A. Private key
B. Public key
C. Authorization to decrypt
D. Ability to decrypt

Answer: C

Question: 198
To be effective, which one of the following groups must support a contingency and disaster recovery plan to off er a business the best chance to survive?

A. Auditors and management
B. Technical personnel and management
C. Management and staff

D. Auditors and security offi cers

Answer: C

Question: 199
To be usable, a disaster recovery plan must be:

A. Written
B. Approved
C. Tested
D. Enforced

Answer: C

Question: 200
Which of the following would not be included in a companywide policy on end-user computing (EUC)?

A. Wireless encryption standards
B. Appropriate documentation
C. Segregation of duties
D. Backup procedures

Answer: A

Pass your exam at First Attempt....Guaranteed!