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**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 fixes
- 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/benefit 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 classification 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 offer a business the best chance to survive?

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

D. Auditors and security officers

**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

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