

# ISO 20000:2011 Information Technology Management Systems



Sample Papers

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**Sample Questions**

1. In order to achieve the control objective “To manage information security within the organization” which of the following controls is the most suitable to be applied?
  - A. All identified security requirements should be addressed before giving customers access to the organizations information or assets
  - B. Appropriate contacts with special interest groups or other specialist security forums and professional associations should be maintained
  - C. Rules for the acceptable use of information and assets should be identified, documented and implemented
  - D. None of the above
  
2. In an access control policy, which of the following is recommended to be avoided?
  - A. Everything is generally permitted unless expressly forbidden
  - B. Everything is generally forbidden unless expressly permitted
  - C. Usage of standard user access profiles for common job roles in the organization
  - D. Process for removal of access rights
  
3. Which of the following activities should be avoided when audit activities involving checks on operational systems are implemented, in order to minimize the risk of business processes' disruption?
  - A. All access should be monitored and logged to produce a reference trail
  - B. The person(s) carrying out the audit should be independent of the activities audited
  - C. Checks should have no limited access to software and data
  - D. Resources for performing the checks should be explicitly identified and made available
  
4. In a Service Management System (SMS), new or changed services should take care of:
  - A. Organizational and commercial impact
  - B. Trend of capacity growth
  - C. Services providing from competitors
  - D. All the above

5. A single framework of business continuity plans should be maintained to ensure all plans are consistent, to consistently address information security requirements and to identify priorities for testing and maintenance.  
Which of the following considerations is **NOT** correct as a part of the above framework?
- A. Determination of the conditions for activating the plans which describe the process to be followed before each plan will be activated
  - B. Temporary procedures which describe the actions to be taken to return to normal business operations
  - C. Emergency procedures, which describe the actions to be taken after an incident which jeopardizes business operations
  - D. A schedule which specifies the expiration date of the plan
6. Which of the following is correct?
- A. The person that is appropriate for the planning and initial implementation of new / changed service is the service manager that will be responsible for the ongoing operation
  - B. The person that is appropriate for the planning and initial implementation of new / changed service may not be suitable for the ongoing operation
  - C. All the above
  - D. None of the above
7. Which of the following is the most important factor to ensure the success of all processes of a Service Management System (SMS)?
- A. Staff with appropriate levels of competence
  - B. Resource utilization
  - C. Use of the information provided in service reports
  - D. All the above
8. For a Service Provider, the first step for developing an information security policy is:
- A. Classifying information assets
  - B. Setting an owner of its information asset
  - C. Overviewing past experiences
  - D. Aware staff

9. In which of 3 necessary phases for an implementation of Service Management System (SMS) according to ISO / IEC 20000-1 requirements (*Phase 1: SMS structure established and implemented, Phase 2: revision of policies, additional processes, integration of existing processes, procedures and other supporting documentation, Phase 3: revision of policies, final processes, integration of all processes, documentation of under-pinning procedures and supporting documents*) you should set the activity of service level management described as “The list of services and SLAs are reviewed with the customer at planned intervals and are maintained to ensure that they are up to date and remain effective over time”
- A. Phase 1
  - B. Phase 2
  - C. Phase 3
  - D. Phases 2 & 3
10. The number of personnel and the experience and qualifications of personnel assigned to conduct an audit should be dependent on:
- A. the scope of the audit.
  - B. the time available to perform the audit.
  - C. the purpose of the audit.
  - D. all of the above.

**ANSWER KEY for SAMPLE Questions**

1	B
2	A
3	C
4	A
5	D
6	B
7	C
8	A
9	C
10	D