



**Isaca**

## **Exam Questions CGEIT**

ISACA CGEIT Certification Practice Test

#### NEW QUESTION 1

Which of the following is the BEST method to confirm whether a pilot project was successful?

- A. Determine whether the pilot aligns with the as-is enterprise architecture (EA).
- B. Evaluate whether the pilot project achieved planned schedule and cost.
- C. Assess the results of the pilot project against the expected performance outcomes.
- D. Review the metrics recorded in the IT balanced scorecard.

**Answer:** C

#### NEW QUESTION 2

Which of the following BEST indicates that a change management process has been implemented successfully?

- A. Maturity levels
- B. Degree of control
- C. Process performance
- D. Outcome measures

**Answer:** C

#### NEW QUESTION 3

An enterprise is replacing its customer relationship management (CRM) system with a cloud-based system. Which of the following should be done FIRST when preparing for data migration?"

- A. Review the enterprise data architecture.
- B. Establish a data quality plan
- C. Consult the quality assurance (QA) function.
- D. Acquire data migration tools.

**Answer:** B

#### NEW QUESTION 4

From a governance perspective, which of the following roles is MOST important for an enterprise to keep in-house?

- A. Information auditor
- B. Information architect
- C. Information steward
- D. Information analyst

**Answer:** A

#### NEW QUESTION 5

An enterprise-wide strategic plan has been approved by the board of directors. Which of the following would BEST support the planning of IT investments required for the enterprise?

- A. Service-oriented architecture
- B. Enterprise architecture (EA)
- C. Contingency planning
- D. Enterprise balanced scorecard

**Answer:** B

#### NEW QUESTION 6

Which of the following MUST be established before implementing an information architecture that restricts access to data based on sensitivity?

- A. Risk and control frameworks
- B. Probability and impact analysis
- C. Classification and ownership
- D. Security and privacy policies

**Answer:** C

#### NEW QUESTION 7

IT has launched new portfolio management policies and processes to improve the alignment of IT projects with enterprise goals. The latest audit report indicates that no improvement has been made due to confusion in the decision-making process. Which of the following is the BEST course of action for the CIO?

- A. Deliver prioritization and facilitation training.
- B. Implement a performance management framework.
- C. Create an IT portfolio management risk framework.
- D. Develop and communicate an accountability matrix.

**Answer:** D

#### NEW QUESTION 8

An enterprise is planning to outsource data processing for personally identifiable information (PII). When is the MOST appropriate time to define the requirements for security and privacy of information?

- A. When issuing requests for proposals (RFPs)
- B. After an assessment of the current information architecture .
- C. When developing service level agreements (SLAs)
- D. During the initial vendor selection process

**Answer:** A

#### NEW QUESTION 9

Which of the following is the BEST approach to assist an enterprise in planning for iT-enabled investments?

- A. Enterprise architecture (EA) .
- B. IT process mapping
- C. Task management
- D. Service level management

**Answer:** A

#### NEW QUESTION 10

Which of the following will BEST enable an IT steering committee to monitor the achievement of overall IT objectives on a continuous basis?

- A. Defined service level agreements (SLAs)
- B. Project portfolio dashboards
- C. Key performance indicators (KPIs)
- D. IT user survey results

**Answer:** A

#### NEW QUESTION 10

When developing an IT strategic plan that supports an enterprise's business goals which of the following should be done FIRST?

- A. Ensure that IT drives business goals
- B. Analyze benchmarking data
- C. Understand the current vision
- D. Perform a business impact analysis (BIA)

**Answer:** C

#### NEW QUESTION 15

An enterprise considers implementing a system that uses a technology that is not in line with its IT strategy. The business case indicates significant benefit to the enterprise. Which of the following is the BEST way to manage this situation within an IT governance framework?

- A. Update the IT strategy to align with the new technology.
- B. Initiate an operational change request.
- C. Reject based on non-alignment.
- D. Address as part of an architecture exception process.

**Answer:** B

#### NEW QUESTION 20

Which of the following is the MOST important consideration when developing a new IT service'?

- A. Return on investment (ROI)
- B. Resource requirements.
- C. Service level agreements (SLAs)
- D. Economies of scale

**Answer:** A

#### NEW QUESTION 22

An enterprise has decided to execute a risk self-assessment to identify improvement opportunities for current IT services. Which of the following is MOST important to address in the assessment?

- A. Related business risk
- B. Residual IT risk
- C. Mapping of business objectives to IT risk
- D. IT capability and performance measures

**Answer:** A

#### NEW QUESTION 24

The risk committee is overwhelmed by the number of false positives included in risk reports. What action would BEST address this situation?

- A. Conduct a risk assessment
- B. Evaluate key risk indicators (KRIs).
- C. Change the reporting format.
- D. Adjust the IT balanced scorecard

**Answer:** B

#### NEW QUESTION 28

A financial institution with a highly regarded reputation for protecting customer interests has recently deployed a mobile payments program. Which of the following key risk indicators (KRIs) would be of MOST interest to the CIO?

- A. Number of failed software updates on mobile devices
- B. Percentage of incomplete transactions
- C. Failure rate of point-of-sale systems
- D. Total volume of suspicious transactions

**Answer:** D

#### NEW QUESTION 32

Which of the following is the MOST important input for the development of a human resources strategy to address IT skill gaps?

- A. Training budget allocated for IT staff
- B. Training effectiveness reports
- C. Technology direction of the enterprise
- D. A recent IT skills matrix

**Answer:** D

#### NEW QUESTION 33

An enterprise is developing several consumer-based services using emerging technologies involving sensitive personal data. The CIO is under pressure to ensure the enterprise is first to market, but security scan results have not been adequately addressed. Reviewing which of the following will enable the CIO to make the BEST decision for the customers?

- A. Acceptable use policy
- B. Risk register
- C. Ethics standards
- D. Change management policy

**Answer:** B

#### NEW QUESTION 37

As part of the implementation of IT governance, the board of an enterprise should establish an IT strategy committee to:

- A. provide input to and ensure alignment of the enterprise and IT strategies.
- B. ensure IT risks inherent in the enterprise strategy implementation are managed
- C. drive IT strategy development and take responsibility for implementing the IT strategy.
- D. assume governance accountability for the business strategy on behalf of the board

**Answer:** A

#### NEW QUESTION 42

Which of the following should be the MOST important consideration for a hospital planning to use cloud services and mobile applications?

- A. Privacy requirements
- B. Data classification
- C. Acceptable use policy
- D. Internet connectivity

**Answer:** A

#### NEW QUESTION 47

An IT value delivery framework PRIMARILY helps an enterprise

- A. increase transparency of value to the enterprise
- B. assist top management in approving IT projects
- C. improve value of successful IT projects
- D. optimize value to the enterprise.

**Answer:** D

#### NEW QUESTION 50

Which of the following would be the BEST long-term solution to address the concern regarding loss of experienced staff?

- A. implement knowledge management practices
- B. Establish a mentoring program for IT staff

- C. Determine key risk indicators (KRIs)
- D. Retain key staff as consultants.

**Answer:** A

#### NEW QUESTION 55

When evaluating the process for acquiring third-party IT resources, management identified several suppliers with repeated downtime issues impacting the enterprise. Which of the following is the BEST approach to help ensure future service delivery in accordance with business objectives?

- A. Establish key performance indicators (KPIs)
- B. Appoint a procurement oversight committee
- C. Establish key risk indicators (KRIs).
- D. Implement contract monitoring.

**Answer:** A

#### NEW QUESTION 56

Which aspect of information governance BEST enables an enterprise to avoid duplication of records and promote consistency of data?

- A. Data loss prevention (DLP)
- B. Data modeling
- C. Blockchain management
- D. Enterprise architecture (EA)

**Answer:** B

#### NEW QUESTION 58

An IT governance committee is defining a risk management policy for a portfolio of IT-enabled investments Which of the following should be the PRIMARY consideration when developing the policy?

- A. Risk management framework
- B. Possible investment failures
- C. Value obtained with minimum risk
- D. Risk appetite of the enterprise

**Answer:** D

#### NEW QUESTION 61

Which of the following BEST reflects mature risk management in an enterprise?

- A. A regularly updated risk register
- B. Ongoing risk assessment
- C. Ongoing investment in risk mitigation
- D. Responsive risk awareness culture

**Answer:** D

#### NEW QUESTION 65

A recent benchmarking analysis has indicated an IT organization is retaining more data and spending significantly more on data retention than its competitors. Which of the following would BEST ensure the optimization of retention costs?

- A. Requiring that all business cases contain data deletion and retention plans
- B. Revalidating the organization's risk tolerance and re-aligning the retention policy
- C. Moving all high-risk and medium-risk data backups to cloud storage
- D. Redefining the retention policy to align with industry best practices

**Answer:** B

#### NEW QUESTION 67

An enterprise's board of directors has determined that IT is not sufficiently supporting its corporate objectives, and has established a committee to address this problem. Which of the following should be the committee's FIRST action?

- A. Implement a continuous improvement plan.
- B. Specify IT human resource performance measures.
- C. Create an IT strategic plan.
- D. Develop a service level management plan.

**Answer:** C

#### NEW QUESTION 71

When developing a framework to implement IT governance, which of the following BEST contributes to the successful implementation?

- A. Practical and enforceable policies
- B. Automated compliance tracking
- C. Comprehensive and timely audit reviews

D. Periodic peer reviews

**Answer:** A

#### NEW QUESTION 75

An enterprise has a large backlog of IT projects. The current strategy is to execute projects as they are submitted, but executive management does not believe this method is optimal. Which of the following is the MOST important action to address this concern?

- A. Implement stage-gating to determine the value of each project.
- B. Establish a performance dashboard that determines business value.
- C. Implement a methodology to prioritize projects based on resource availability.
- D. Create a combined business/IT committee to determine project prioritization.

**Answer:** D

#### NEW QUESTION 79

An IT manager is trying to determine optimal IT service levels. Which of the following should be the PRIMARY consideration?

- A. Internal rate of return
- B. Recovery time objective (RTO)
- C. Cost-benefit analysis
- D. Resource utilization analysis

**Answer:** C

#### NEW QUESTION 80

Which of the following should be the FIRST consideration for an enterprise faced with a pandemic situation resulting in a mandatory remote work environment?

- A. Reviewing and testing disaster recovery plans (DRPs)
- B. Ensuring staff has the necessary technology to be productive
- C. Ensuring remote work policies are updated and communicated
- D. Revising IT performance monitoring metrics

**Answer:** C

#### NEW QUESTION 83

The use of an enterprise architecture (EA) framework BEST supports IT governance by providing:

- A. key information for IT service level management.
- B. reference models to align IT with business.
- C. IT standards for application development
- D. business information for IT capacity planning.

**Answer:** D

#### NEW QUESTION 88

Which of the following MOST effectively demonstrates operational readiness to address information security risk issues?

- A. Executive management has announced an information security risk initiative.
- B. IT management has communicated the need for information security risk management to the business.
- C. A policy has been communicated stating enterprise commitment and readiness to address information security risk.
- D. Procedures have been established for assessing and mitigating information security risks.

**Answer:** D

#### NEW QUESTION 89

A software company's products have had significant quality issues in recent releases. As a result, market reputation and customer satisfaction ratings have been suffering. What should executive leadership do FIRST to address this concern?

- A. Allocate budget to hire more software and quality assurance specialists
- B. Implement a software development life cycle (SDLC) framework.
- C. Mandate more robust software testing prior to release.
- D. Require a root cause analysis and review results.

**Answer:** D

#### NEW QUESTION 91

Prior to setting IT objectives, an enterprise MUST have established its:

- A. architecture.
- B. policies.
- C. strategies.
- D. controls.

**Answer:** C



#### NEW QUESTION 92

A regulatory audit assessed an enterprise's main transactional application as noncompliant. In addition to fines and required corrections, an agreement was reached to implement a set of governance controls over IT. Accountability for these controls is BEST assigned to which of the following?

- A. CIO
- B. Internal audit director
- C. Application users
- D. The board of directors

**Answer: D**

#### NEW QUESTION 97

Which of the following is the MOST effective way of assessing enterprise risk?

- A. Business impact analysis (BIA)
- B. Business vulnerability assessment
- C. Likelihood of threat analysis
- D. Operational risk assessment

**Answer: D**

#### NEW QUESTION 101

What is the PRIMARY objective for performing an IT due diligence review prior to the acquisition of a competitor?

- A. Document the competitor's governance structure.
- B. Ensure that the competitor understands significant IT risks.
- C. Assess the status of the risk profile of the competitor.
- D. Determine whether the competitor is using industry-accepted practices.

**Answer: C**

#### NEW QUESTION 103

A review of the effectiveness of IT governance within an enterprise has revealed that several innovation improvement initiatives are failing. An analysis shows a lack of stakeholder buy-in to the improvements. Implementing which of the following would have prevented this problem?

- A. An IT project roadmap
- B. An IT risk management program
- C. A change management program
- D. A service delivery framework

**Answer: C**

#### NEW QUESTION 107

Before establishing IT key risk indicators (KRIs) which of the following should be defined FIRST?

- A. IT resource strategy
- B. IT risk and security framework
- C. IT goals and objectives
- D. IT key performance indicators (KPIs)

**Answer: C**

#### NEW QUESTION 109

An IT steering committee wants to select a disaster recovery site based on available risk data. Which of the following would BEST enable the mapping of cost to risk?

- A. Key risk indicators (KRIs)
- B. Scenario-based assessment
- C. Business impact analysis (BIA)
- D. Qualitative forecasting

**Answer: B**

#### NEW QUESTION 111

An enterprise plans to expand into new markets in countries lacking data privacy regulations, increasing risk exposure. Which of the following is the BEST course of action for the CIO?

- A. Identify business risk appetite and tolerance levels.
- B. Quantify the risk impact and evaluate possible countermeasures.
- C. Limit the personal data available to the high-risk countries.
- D. Mandate the strengthening of user access controls.

**Answer: A**

#### NEW QUESTION 113

A data governance strategy has been defined by the IT strategy committee which includes privacy objectives related to access controls, authorized use, and data collection. Which of the following should the committee do NEXT?

- A. Mandate data privacy training for employees.
- B. Establish a data privacy budget
- C. Perform a data privacy impact assessment.
- D. Mandate the creation of a data privacy policy.

**Answer:** D

#### NEW QUESTION 114

The FIRST step in aligning resource management to the enterprise's IT strategic plan would be to

- A. develop a responsible, accountable, consulted and informed (RACI) chart
- B. assign appropriate roles and responsibilities
- C. perform a gap analysis
- D. identify outsourcing opportunities

**Answer:** C

#### NEW QUESTION 118

Which of the following is the BEST way to demonstrate that IT strategy supports a new enterprise strategy?

- A. Monitor new key risk indicators (KRIs).
- B. Measure return on IT investments against balanced scorecards.
- C. Review and update the portfolio management process.
- D. Map IT programs to business goals.

**Answer:** D

#### NEW QUESTION 120

Enterprise leadership is concerned with the potential for discrimination against certain demographic groups resulting from the use of machine learning models. What should be done FIRST to address this concern?

- A. Obtain stakeholders' input regarding the ethics associated with machine learning
- B. Revise the code of conduct to discourage bias within automated processes
- C. Develop a machine learning policy articulating guidelines for machine learning use
- D. Assess recent case law related to the enterprise's machine learning business strategy

**Answer:** C

#### NEW QUESTION 124

Which of the following is MOST important to document for a business ethics program?

- A. Guiding principles and best practices
- B. Violation response matrix
- C. Whistle-blower protection protocols.
- D. Employee awareness and training content

**Answer:** A

#### NEW QUESTION 126

A health tech enterprise wants to ensure that its in-house developed mobile app for users complies with data privacy regulations. Which of the following should be identified FIRST when creating an inventory of information systems and data related to the mobile app?

- A. Data maintained by vendors
- B. Vendors and outsourced systems
- C. Application and data owners
- D. Information classification scheme

**Answer:** D

#### NEW QUESTION 131

Which of the following provides the BEST evidence of effective IT governance?

- A. Cost savings and human resource optimization
- B. Business value and customer satisfaction
- C. IT risk identification and mitigation
- D. Comprehensive IT policies and procedures

**Answer:** B

#### NEW QUESTION 136

Which of the following is the MOST appropriate mechanism for measuring overall IT organizational performance?



- A. IT portfolio return on investment (ROI)
- B. Maturity model
- C. IT balanced scorecard
- D. Service level metrics

**Answer:** C

#### NEW QUESTION 137

An enterprise is developing an ethics program, and the ethical standards have been defined. Which of the following should the enterprise do NEXT?

- A. Establish a training and awareness program focused on ethics.
- B. Implement an enterprise-wide employee monitoring program.
- C. Develop key performance indicators (KPIs) for program implementation.
- D. Outline and document consequences for noncompliance.

**Answer:** C

#### NEW QUESTION 141

An enterprise experiencing issues with data protection and least privilege is implementing enterprise-wide data encryption in response. Which of the following is the BEST approach to ensure all business units work toward remediating these issues?

- A. Develop key performance indicators (KPIs) to measure enterprise adoption.
- B. Integrate data encryption requirements into existing and planned projects.
- C. Assign owners for data governance initiatives.
- D. Mandate the creation of a data governance framework.

**Answer:** B

#### NEW QUESTION 146

An IT steering committee is concerned that enterprise technologies have grown stagnant and are outdated. Which of the following is the BEST strategy to invest in modern technology?

- A. Decrease spending on steady state and increase spending on modernization and enhancements.
- B. Redefine the target architecture to define new technologies that can be incorporated into the infrastructure.
- C. Create a new investment category for innovation that becomes a new way for tracking investment decisions.
- D. Update the IT human resource management plan to require training and development for emerging technologies.

**Answer:** B

#### NEW QUESTION 147

It has been discovered that multiple business units across an enterprise are using duplicate IT applications and services to fulfill their individual needs. Which of the following would be MOST helpful to address this concern?

- A. Enterprise architecture (EA)
- B. Enterprise risk framework
- C. IT service management
- D. IT project roadmap

**Answer:** C

#### NEW QUESTION 151

To ensure that information can be traced to the originating event and accountable parties, an enterprise should FIRST:

- A. capture source information and supporting evidence.
- B. improve business process controls.
- C. review information event logs for potential incidents.
- D. review retention requirements for source information.

**Answer:** D

#### NEW QUESTION 153

Which of the following would a CIO use to present the overall view of IT performance to the board of directors?

- A. Balanced scorecard
- B. Key risk indicators (KRIs)
- C. Maturity model
- D. Key performance indicators (KPIs)

**Answer:** A

#### NEW QUESTION 156

A large financial institution is considering outsourcing customer call center operations which will allow the chosen vendor to access systems from offshore locations. Which of the following represents the GREATEST risk?

- A. Inconsistent customer service and reporting

- B. Loss of data confidentiality
- C. Lack of network availability
- D. Inadequate business continuity planning

**Answer:** B

#### NEW QUESTION 161

The use of an IT balanced scorecard enables the realization of business value of IT through:

- A. business value and control mechanisms.
- B. outcome measures and performance drivers.
- C. financial measures and investment management.
- D. vision and alignment with corporate programs.

**Answer:** B

#### NEW QUESTION 164

Once the strategic vision has been established, which of the following would be the BEST activity for supporting the implementation of performance measures?

- A. Monitor service level performance.
- B. Document strengths, weaknesses, opportunities, and threats.
- C. Document policy requirements
- D. Identify key performance indicators (KPIs).

**Answer:** C

#### NEW QUESTION 166

Which of the following is the MOST important driver of IT governance?

- A. Effective internal controls
- B. Management transparency
- C. Quality measurement
- D. Technical excellence

**Answer:** B

#### NEW QUESTION 171

A company is considering selling products online, and the CIO has been asked to advise the board of directors of potential problems with this strategy. Which of the following is the CIO's BEST course of action?

- A. Review the security framework.
- B. Conduct a return on investment (ROI) analysis.
- C. Review the enterprise architecture (EA).
- D. Perform a risk assessment.

**Answer:** D

#### NEW QUESTION 174

Which of the following is the BEST way for an organization to minimize the difference between expected and delivered services when acquiring resources?

- A. Negotiate service level agreements (SLAs)
- B. Measure service delivery using industry benchmarks
- C. Require quarterly benefits realization reporting
- D. Include a right-to-audit clause in the contract.

**Answer:** A

#### NEW QUESTION 178

A board of directors is concerned that a major IT implementation has the potential to significantly disrupt enterprise operations. Which of the following would be MOST helpful in identifying the extent of the potential impact of the disruption?

- A. An analysis of the current enterprise risk appetite
- B. An earned value analysis (EVA) of the implementation
- C. A risk assessment of the implementation
- D. A review of lessons learned from previous implementations

**Answer:** C

#### NEW QUESTION 182

An enterprise is initiating efforts to improve system availability to mitigate IT risk to the business. Which of the following results would be MOST important to report to the CIO to measure progress?

- A. Incident severity and downtime trend analysis
- B. Probability and severity of each IT risk
- C. Financial losses and bad press releases

D. Customer and stakeholder complaints over time

**Answer:** A

#### NEW QUESTION 186

An enterprise is trying to increase the maturity of its IT process from being ad hoc to being repeatable. Which of the following is the PRIMARY benefit of this change?

- A. Process optimization is embedded across the organization.
- B. Required outcomes are mapped to business objectives.
- C. Process performance is measured in business terms.
- D. Required outcomes are more frequently achieved.

**Answer:** D

#### NEW QUESTION 190

Which of the following should IT governance mandate before any transition of data from a legacy system to a new technology platform?

- A. Data conversion has documented approvals from business process data owners.
- B. Data conversion is performed in a test environment to confirm correctness
- C. Control totals of key transaction values are matched with data converted for migration.
- D. A crisis management plan has been approved by the IT steering committee

**Answer:** C

#### NEW QUESTION 192

Which of the following is the BEST course of action to enable effective resource management?

- A. Conduct an enterprise risk assessment.
- B. Implement a cross-training program.
- C. Assign resources based on business priorities.
- D. Assign resources based on risk appetite.

**Answer:** B

#### NEW QUESTION 193

The CIO of an enterprise learns the payroll server of a competitor has been the victim of ransomware. To help plan for the possibility of ransomed corporate data, what should be the CIO's FIRST course of action?

- A. Require development of key risk indicators (KRIs).
- B. Develop a policy to address ransomware.
- C. Request a targeted risk assessment.
- D. Back up corporate data to a secure location.

**Answer:** C

#### NEW QUESTION 194

Which of the following components of a policy BEST enables the governance of enterprise IT?

- A. Disciplinary actions
- B. Regulatory requirements
- C. Roles and responsibilities
- D. Terms and definitions

**Answer:** C

#### NEW QUESTION 195

A business has outsourced IT operations to several third-party providers, but service level agreements (SLAs) are not clearly defined in all cases. Which of the following is the GREATEST risk to the business?

- A. Costs are not measurable.
- B. Third parties could provide overlapping services.
- C. The scope of work is not clearly defined.
- D. Quality of services is not enforceable.

**Answer:** D

#### NEW QUESTION 199

When implementing an IT governance framework, which of the following would BEST ensure acceptance of the framework?

- A. Factoring in the effects of enterprise culture
- B. Using subject matter experts
- C. Using industry-accepted practices
- D. Complying with regulatory requirements

**Answer:** A

#### NEW QUESTION 200

From a governance perspective, the PRIMARY goal of an IT risk optimization process should be to ensure:

- A. IT risk thresholds are defined in the enterprise architecture (EA).
- B. the IT risk mitigation strategy is approved by management.
- C. IT risk is mapped to the balanced scorecard.
- D. the impact of IT risk to the enterprise is managed.

**Answer:** D

#### NEW QUESTION 202

The CIO of a global technology company is considering introducing a bring your own device (BYOD) program. What should the CIO do FIRST?

- A. Ensure the infrastructure can meet BYOD requirements.
- B. Establish a business case.
- C. Define a clear and inclusive BYOD policy.
- D. Focus on securing data and access to data.

**Answer:** B

#### NEW QUESTION 204

An IT strategy committee wants to ensure that a risk program is successfully implemented throughout the enterprise. Which of the following would BEST support this goal?

- A. A risk management framework
- B. Mandatory risk awareness courses for staff
- C. A risk recognition and reporting policy
- D. Commitment from senior management

**Answer:** D

#### NEW QUESTION 205

Which of the following is MOST important for the effective design of an IT balanced scorecard?

- A. On-demand reporting and continuous monitoring
- B. Consulting with the CIO
- C. Emphasizing the financial results
- D. Identifying appropriate key performance indicators (KPIs)

**Answer:** D

#### NEW QUESTION 207

Of the following, who is PRIMARILY responsible for applying frameworks for the governance of IT to balance the need for security controls with business requirements?

- A. Data scientists
- B. Data stewards
- C. Data analysts
- D. Data processors

**Answer:** B

#### NEW QUESTION 208

From an IT governance perspective, establishing performance measurements is PRIMARILY the responsibility of:

- A. the IT architecture review board.
- B. senior management.
- C. the board of directors.
- D. enterprise risk management (ERM).

**Answer:** C

#### NEW QUESTION 213

Which of the following is the MOST comprehensive method to report on overall IT performance to the board of directors?

- A. Balanced scorecard
- B. Net present value (NPV)
- C. Performance-based payments
- D. Return on investment (ROI)

**Answer:** A

#### NEW QUESTION 216

Which of the following BEST supports the implementation of an effective data classification policy?

- A. Monitoring with key performance indicators (KPIs)
- B. Implementation of data loss prevention (DLP) tools
- C. Clear guidelines adopted by the business
- D. Classification policy approval by the board

**Answer:** C

#### NEW QUESTION 219

A multinational enterprise is planning to migrate to cloud-based systems. Which of the following should be of MOST concern to the risk management committee?

- A. Cost considerations
- B. Regulatory compliance
- C. Resource alignment
- D. Security breaches

**Answer:** B

#### NEW QUESTION 224

An enterprise is planning a change in business direction. As a result, IT risk will significantly increase. Which of the following should be the GO'S FIRST course of action?

- A. Recommend delaying the business change.
- B. Implement IT changes to align with the plan.
- C. Report the risk to executive management
- D. Plan for the corresponding IT reorganization.

**Answer:** C

#### NEW QUESTION 227

Which of the following is MOST critical for the successful implementation of an IT process?

- A. Process framework
- B. Service delivery process model
- C. Objectives and metrics
- D. IT process assessment

**Answer:** B

#### NEW QUESTION 229

When developing effective metrics for the measurement of solution delivery, it is MOST important to:

- A. establish project controls and monitoring objectives.
- B. perform an objective analysis of the project roadmap.
- C. establish the objectives and expected benefits.
- D. specify quantitative measures for solution delivery.

**Answer:** A

#### NEW QUESTION 234

An IT director has become aware that a certain subset of data collected lawfully can be used to generate additional revenue. However, this particular use of the data is outside the original intention. What is the PRIMARY reason this situation should be escalated to the IT steering committee?

- A. Potential legal penalties
- B. Ethical concerns
- C. Regulatory requirements
- D. Data protection

**Answer:** C

#### NEW QUESTION 238

Which of the following is MOST important for an enterprise to review when classifying information assets?

- A. Procedures for information handling
- B. Requirements for information retention.
- C. Media used for storage and backup
- D. Impact of information exposure

**Answer:** D

#### NEW QUESTION 241

When deciding to develop a system with sensitive data, which of the following is MOST important to include in a business case?

- A. A risk assessment to determine the appropriate controls
- B. Updated enterprise architecture (EA)
- C. Skills gap analysis
- D. The additional cost of encrypting sensitive data

**Answer:** D

#### NEW QUESTION 242

An audit report has revealed that data scientists are analyzing sensitive "big data" files using an offsite cloud because corporate servers do not have the necessary processing capabilities. A review of policies indicates this practice is not prohibited. Which of the following should be the FIRST strategic action to address the report?

- A. Authorize a risk analysis of the practice.
- B. Update data governance practices.
- C. Revise the information security policy.
- D. Recommend the use of a private cloud.

**Answer:** A

#### NEW QUESTION 244

To ensure IT risk is managed in a consistent manner, it is MOST important for IT governance to establish a:

- A. risk management committee to identify IT-related risks.
- B. risk management framework.
- C. balanced scorecard that includes IT risks.
- D. risk management reporting tool to ensure compliance.

**Answer:** B

#### NEW QUESTION 247

Of the following, who should approve the criteria for information quality within an enterprise?

- A. Information architect
- B. Information analyst
- C. Information steward
- D. Information owner

**Answer:** D

#### NEW QUESTION 250

An IT steering committee is presented with an audit finding that new software applications are delivered on time but consistently have unacceptable levels of defects. Which of the following would be the BEST direction from the committee?

- A. Implement performance indicators.
- B. Evaluate the change management process.
- C. Establish code peer reviews.
- D. Evaluate the quality assurance process.

**Answer:** D

#### NEW QUESTION 253

Which of the following is MOST critical to support IT governance cultural changes within an organization?

- A. Established IT monitoring and measuring
- B. Regularly scheduled governance training
- C. Demonstrated management commitment
- D. IT governance process manuals

**Answer:** C

#### NEW QUESTION 258

Senior management wants to expand offshoring to include IT services as other types of business offshoring have already resulted in significant financial benefits for the enterprise. The CIO is currently midway through a successful five-year strategy that relies heavily on internal IT resources. What should the CIO do NEXT?

- A. Reevaluate the offshoring strategy.
- B. Abandon the current IT strategy.
- C. Continue with the existing IT strategy.
- D. Reevaluate the current IT strategy.

**Answer:** D

#### NEW QUESTION 262

Due to continually missed service level agreements (SLAs), an enterprise plans to terminate its contract with a vendor providing IT help desk services. The enterprise's IT department will assume the help desk-related responsibilities. Which of the following would BEST facilitate this transition?



- A. Requiring the enterprise architecture (EA) be updated
- B. Validating that the balanced scorecard is still meaningful
- C. Ensuring IT will operate at a lower cost than the vendor
- D. Ensuring a change management plan is in place

**Answer:** D

#### NEW QUESTION 263

Following the rollout of an enterprise IT software solution that hosts sensitive data it was discovered that the application's role-based access control was not functioning as specified Which of the following is the BEST way to prevent reoccurrence in the future?

- A. Ensure supplier contracts include penalties if solutions do not meet functional requirements
- B. Ensure the evaluation process requires independent assessment of solutions prior to implementation
- C. Ensure supplier contracts include a provision for the right to audit on an annual basis
- D. Ensure procurement processes require the identification of alternate vendors to ensure business continuity.

**Answer:** B

#### NEW QUESTION 266

A manufacturing company has recently decided to outsource portions of its IT operations. Which of the following would BEST justify this decision?

- A. Core legacy systems are not fully integrated with enterprise IT systems.
- B. Business users are not able to decide upon IT service levels to be provided.
- C. Increasing complexity of core business and IT processes have led to dramatic increasing costs.
- D. The business strategy requires significant IT resource scalability over the next five years.

**Answer:** D

#### NEW QUESTION 267

The use of new technology in an enterprise will require specific expertise and updated system development processes. There is concern that IT is not properly sourced. Which of the following should be the FIRST course of action?

- A. Perform a risk assessment on potential outsourcing.
- B. Update the enterprise architecture (EA) with the new technology.
- C. Review the IT balanced scorecard for sourcing opportunities.
- D. Assess the gap between current and required staff competencies.

**Answer:** D

#### NEW QUESTION 271

Which of the following is (he GREATEST benefit of using the life cycle approach to govern information assets'?

- A. Overall costs are optimized
- B. Operational costs are maintained
- C. Information availability is improved
- D. Compliance with regulatory requirements is ensured

**Answer:** A

#### NEW QUESTION 274

When conducting a risk assessment in support of a new regulatory requirement, the IT risk committee should FIRST consider the:

- A. disruption to normal business operations.
- B. risk profile of the enterprise.
- C. readiness of IT systems to address
- D. the risk cost burden to achieve compliance.

**Answer:** C

#### NEW QUESTION 277

A retail enterprise has cost reduction as its top priority. From a governance perspective, which of the following should be the MOST important consideration when evaluating different IT investment options?

- A. Support for increased sales
- B. Risk associated with each option
- C. Industry best practices
- D. Business value impact

**Answer:** D

#### NEW QUESTION 281

A root-cause analysis indicates a major service disruption due to a lack of competency of newly hired IT system administrators. Who should be accountable for resolving the situation?

- A. HR training director

- B. HR recruitment manager
- C. Chief information officer
- D. (CIO) Business process owner

**Answer:** C

#### NEW QUESTION 283

A strategic systems project was implemented several months ago. Which of the following is the BEST reference for the IT steering committee as they evaluate its level of success?

- A. Stakeholder satisfaction surveys
- B The project's net present value (NPV)
- B. The project's business case
- C. Operating metrics of the new system

**Answer:** A

#### NEW QUESTION 286

Which of the following is the PRIMARY consideration when developing an information asset management program?

- A. Operational requirements
- B. Industry best practice
- C. Cost benefit
- D. Regulatory requirements

**Answer:** A

#### NEW QUESTION 291

An airline wants to launch a new program involving the use of artificial intelligence (AI) and machine learning The main objective of the program is to use customer behavior to determine new routes and markets Which of the following should be done NEXT?

- A. Consult with the enterprise privacy function
- B. Define the critical success factors (CSFs)
- C. Present the proposal to the IT strategy committee
- D. Perform a business impact analysis (BIA)

**Answer:** A

#### NEW QUESTION 294

A global enterprise is experiencing an economic downturn and is rapidly losing market share. IT senior management is reassessing the core activities of the business, including IT, and the associated resource implications. Management has decided to focus on its local market and to close international operations. A critical issue from a resource management perspective is to retain the most capable staff. This is BEST achieved by:

- A. reviewing current goals-based performance appraisals across the enterprise.
- B. ranking employees across the enterprise based on their compensation.
- C. ranking employees across the enterprise based on length of service.
- D. retaining capable staff exclusively from the local market.

**Answer:** D

#### NEW QUESTION 298

Best practice states that IT governance MUST:

- A. enforce consistent policy across the enterprise.
- B. be applied in the same manner throughout the enterprise.
- C. apply consistent target levels of maturity to processes.
- D. be a component of enterprise governance.

**Answer:** D

#### NEW QUESTION 301

An enterprise is contracting with an outsourcing partner for a long-term engagement. The BEST time for the enterprise to plan for the event of contract termination is when:

- A. planning for the contract as part of business continuity.
- B. issues surface in the contractual relationship.
- C. developing the initial contract.
- D. either party decides to terminate the contract.

**Answer:** C

#### NEW QUESTION 303

An IT department has forwarded a request to the IT strategy committee for funding of a discretionary Investment. The committee's MOST important consideration should be to evaluate:

- A. the technical feasibility of the investment.

- B. the business and technical scope of the investment •
- C. whether the investment supports corporate goals
- D. whether the investment aligns with the enterprise architecture (EA).

**Answer:** C

#### NEW QUESTION 306

What is the BEST criterion for prioritizing IT risk remediation when resource requirements are equal?

- A. Deviation from IT standards
- B. IT strategy alignment
- C. IT audit recommendations
- D. Impact on business

**Answer:** D

#### NEW QUESTION 307

The CIO of a large enterprise has taken the necessary steps to align IT objectives with business objectives. What is the BEST way for the CIO to ensure these objectives are delivered effectively by IT staff?

- A. Map the IT objectives to an industry-accepted framework.
- B. Enhance the budget for training based on the IT objectives.
- C. Include the IT objectives in staff performance plans.
- D. Include CIO sign-off of the objectives as part of the IT strategic plan.

**Answer:** B

#### NEW QUESTION 311

An enterprise has been focused on establishing an IT risk management framework. Which of the following should be the PRIMARY motivation behind this objective?

- A. Promoting responsibility throughout the enterprise for managing IT risk.
- B. Increasing the enterprise's risk tolerance level and risk appetite.
- C. Engaging executives in examining IT risk when developing policies.
- D. Maintaining a complete and accurate risk registry to belief manage IT risk

**Answer:** A

#### NEW QUESTION 312

Which of the following is the BEST way to ensure new systems can be adequately supported once in production?

- A. Establish a resource management framework.
- B. Evaluate the operational requirements of the business stakeholders.
- C. Identify key performance indicators (KPIs).
- D. Require operational management be identified in the business case.

**Answer:** B

#### NEW QUESTION 315

Which of the following would be the BEST way to facilitate the adoption of strong IT governance practices throughout a multi-divisional enterprise?

- A. Ensuring each divisional policy is consistent with corporate policy
- B. Ensuring divisional governance fosters continuous improvement processes
- C. Mandating data standardization across the distributed enterprise
- D. Documenting and communicating key management practices across divisions

**Answer:** D

#### NEW QUESTION 317

Which of the following should be the MAIN governance focus when implementing a newly approved bring your own device (BYOD) policy?

- A. Recommending mobile applications that will increase business productivity
- B. Training employees on the enterprise's chosen mobile device management system
- C. Educating employees on the increased IT security risk to the enterprise
- D. Understanding knowledge gaps of IT employees to support different mobile platforms

**Answer:** C

#### NEW QUESTION 322

Which of the following is the MOST important aspect of business ethics?

- A. Ensuring fair and consistent vendor management practices
- B. Providing equal opportunities to employees
- C. Protecting stakeholders' interests
- D. Complying with legal and regulatory requirements

**Answer:** C

**NEW QUESTION 323**

The PRIMARY objective of building outcome measures is to:

- A. monitor whether the chosen strategy is successful
- B. visualize how the strategy will be achieved.
- C. demonstrate commitment to IT governance.
- D. clarify the cause-and-effect relationship of the strategy.

**Answer:** A

**NEW QUESTION 325**

An internal audit revealed a widespread perception that the enterprise's IT governance reporting lacks transparency Which of the following should the CIO do FIRST?

- A. Add stakeholder transparency metrics to the balanced scorecard
- B. Develop a communication and awareness strategy
- C. Meet with key stakeholders to understand their concerns
- D. Adopt an industry-recognized template to standardize reports.

**Answer:** C

**NEW QUESTION 327**

An IT strategy committee wants to evaluate how well the IT department supports the business strategy. Which of the following is the BEST method for making this determination?

- A. Capability maturity assessment
- B. Customer survey analysis
- C. IT balanced scorecard reporting
- D. IT controls assurance program

**Answer:** C

**NEW QUESTION 328**

Which of the following roles has PRIMARY accountability for the security related to data assets?

- A. Database administrator
- B. Data owner
- C. Data analyst
- D. Security architect

**Answer:** B

**NEW QUESTION 332**

Which of the following is MOST important when an IT-enabled business initiative involves multiple business functions?

- A. Defining cross-departmental budget allocation
- B. Conducting a systemic risk assessment
- C. Developing independent business cases
- D. Establishing a steering committee with business representation

**Answer:** D

**NEW QUESTION 337**

Individual business units within an enterprise have been designing their own IT solutions without consulting the IT department. From a governance perspective, what is the GREATEST issue associated with this situation?

- A. Security controls may not meet IT requirements.
- B. The enterprise does not have the skills to manage the solutions.
- C. The solutions conflict with IT goals and objectives.
- D. The solution may conflict with existing enterprise goals.

**Answer:** D

**NEW QUESTION 338**

The PRIMARY benefit of using an IT service catalog as part of the IT governance program is that it.

- A. ensures IT effectively meets future business needs,
- B. provides a foundation for measuring IT performance,
- C. improves the ability to allocate IT resources
- D. establishes enterprise performance metrics per service

**Answer:** A

#### NEW QUESTION 340

An enterprise is implementing a new IT governance program. Which of the following is the BEST way to increase the likelihood of its success?

- A. The IT steering committee approves the implementation efforts.
- B. The CIO communicates why IT governance is important to the enterprise.
- C. Implementation follows an IT audit recommendation.
- D. The CIO issues a mandate for adherence to the program.

**Answer:** A

#### NEW QUESTION 345

Acceptance of an enterprise's newly implemented IT governance initiatives has been resisted by a functional group requesting more autonomy over technology choices. Which of the following is MOST important to accommodate this need for autonomy?

- A. Continuous improvement processes
- B. Documentation of key management practices
- C. An exception management process
- D. A change control process

**Answer:** D

#### NEW QUESTION 346

The CEO of a large enterprise has announced the commencement of a major business expansion that will double the size of the organization. IT will need to support the expected demand expansion. What should the CIO do FIRST?

- A. Review the resource utilisation matrix.
- B. Recruit IT resources based on the expansion decision.
- C. Embed IT personnel in the business units.
- D. Update the IT strategic plan to align with the decision.

**Answer:** D

#### NEW QUESTION 348

When developing an IT governance framework, it is MOST important for an enterprise to consider:

- A. information technology risk.
- B. framework development cost.
- C. information technology strategy.
- D. stakeholders' support.

**Answer:** D

#### NEW QUESTION 351

Which of the following has the GREATEST influence on data quality assurance?

- A. Data stewardship
- B. Data encryption
- C. Data classification
- D. Data modeling

**Answer:** D

#### NEW QUESTION 356

Which of the following is the PRIMARY ongoing responsibility of the IT governance function related to risk?

- A. Responding to and controlling all IT risk events
- B. Communicating the enterprise risk management plan
- C. Ensuring IT risk management is aligned with business risk appetite
- D. Verifying that all business units have staff skilled at assessing risk

**Answer:** C

#### NEW QUESTION 357

A newly hired CIO has been told the enterprise has an established IT governance process, but finds it is not being followed. To address this problem, the CIO should FIRST

- A. gain an understanding of the existing governance process and corporate culture.
- B. replace the current governance process with one the CIO has successfully used before.
- C. establish personal relationships with executive-level peers to leverage goodwill,
- D. engage audit to review current governance processes and validate the CIO's concerns.

**Answer:** A

#### NEW QUESTION 359

A newly established IT steering committee is concerned whether a system is meeting availability objectives. Which of the following will provide the BEST



information to make an assessment?

- A. Balanced scorecard
- B. Capability maturity levels
- C. Performance indicators
- D. Critical success factors (CSFs)

**Answer:** C

#### NEW QUESTION 364

Which of the following is MOST important for IT governance to have in place to ensure the enterprise can maintain operations during extensive system downtime?

- A. Fault-tolerant hardware
- B. An incident response plan
- C. A crisis communications plan
- D. A business continuity plan (BCP)

**Answer:** A

#### NEW QUESTION 369

The PRIMARY objective of IT resource planning within an enterprise should be to:

- A. determine risk associated with IT resources.
- B. maximize value received from IT.
- C. determine IT outsourcing options.
- D. finalize service level agreements (SLAs) for IT

**Answer:** B

#### NEW QUESTION 372

The board of directors of an enterprise has questioned whether the business is focused on optimizing value. The IT strategy committees BEST action to address the board's concern is to:

- A. initiate reporting and review of key IT performance metrics.
- B. conduct a portfolio review to assess the benefits realization of IT investments.
- C. conduct a benchmark to assess IT value relative to competitors.
- D. form a technology council to monitor the efficiency of project implementation.

**Answer:** A

#### NEW QUESTION 375

An enterprise's internal audit group has scheduled a control review of a payroll system project but has been told to wait until the system is implemented. Which of the following is the GREATEST risk associated with the delay?

- A. delay in the development of new key performance indicators (KPIs)
- B. Continued dependency on compliant legacy systems
- C. Increased cost to mitigate deficiencies
- D. Lack of adherence to industry best practices

**Answer:** C

#### NEW QUESTION 377

Which of the following is the BEST way to maximize the value of an enterprise's information asset base?

- A. Seek additional opportunities to leverage existing information assets .
- B. Facilitate widespread user access to all information assets
- C. Regularly purge information assets to minimize maintenance costs
- D. Implement an automated information management platform

**Answer:** D

#### NEW QUESTION 381

Which of the following roles is accountable for the confidentiality integrity and availability of information within an enterprise?

- A. Risk manager
- B. Data owner
- C. Lead legal counsel
- D. Data custodian

**Answer:** B

#### NEW QUESTION 384

Business management is seeking assurance from the CIO that controls are in place to help minimize the risk of critical IT systems being unavailable during month-end financial processing. What is the BEST way to address this concern?



- A. Create a communication plan with risk owners.
- B. Outsource infrastructure hosting.
- C. Restrict and monitor user access.
- D. Develop key risk indicators (KRIs) and action plans.

**Answer:** D

#### NEW QUESTION 385

An enterprise has decided to implement an enterprise resource planning (ERP) system to achieve operating and cost efficiencies through global IT standardization. The business units are resistant because they are used to operating autonomously. The CEO has instructed the CIO to move quickly with the implementation to force acceptance with business unit leaders. Which of the following should be the CIO's FIRST step?

- A. Build a governance framework for identifying non-standard processes.
- B. Request funding from the CEO to hire ERP consultants.
- C. Ask the CEO to be the sponsor of the program
- D. Engage a reluctant business unit to conduct a proof-of-concept pilot.

**Answer:** D

#### NEW QUESTION 387

A new and expanding enterprise has recently received a report indicating 90% of its data has been collected in just the last six months, triggering data breach and privacy concerns. What should be the IT steering committee's FIRST course of action to ensure new data is managed effectively?

- A. Mitigate and track data-related issues and risks.
- B. Modify legal and regulatory data requirements.
- C. Define data protection and privacy practices.
- D. Assess the information governance framework.

**Answer:** C

#### NEW QUESTION 392

An enterprise is planning to migrate its IT infrastructure to a cloud-based solution but does not have experience with this technology Which of the following should be done FIRST to reduce the risk of IT service disruptions when using this new technology?

- A. Implement key performance indicators (KPIs).
- B. Reflect the change in the enterprise architecture (EA).
- C. Evaluate the sourcing options.
- D. Engage an experienced IT consultant to perform the migration.

**Answer:** B

#### NEW QUESTION 395

An enterprise's chief information officer (CIO) has been receiving complaints from business executives regarding the amount their units are being charged for IT services. To maintain a good relationship with business peers, the CIO wants to be responsive to these complaints. To address this issue, the FIRST step should be to:

- A. agree to reduce charge rates and improve relationship management with the business.
- B. look into outsourcing of support functions to drive down the cost structure.
- C. ask the chief financial officer (CFO) about budget revisions for the business units' IT expenditures.
- D. quantify consumption and service level agreement (SLA) achievements per business unit.

**Answer:** D

#### NEW QUESTION 399

An enterprise will be adopting wearable technology to improve business performance Whtch of the following would be the BEST way for the CIO to validate IPs preparedness for this initiative?

- A. Request an enterprise architecture (EA) review.
- B. Request reprioritization of the IT portfolio.
- C. Perform a baseline business value assessment
- D. Identify the penalties for noncompliance.

**Answer:** C

#### NEW QUESTION 402

Which of the following is the GREATEST impact to an enterprise that has ineffective information architecture?

- A. Poor desktop service delivery
- B. Data retention
- C. Redundant systems
- D. Poor business decisions

**Answer:** D

#### NEW QUESTION 405

An IT audit report indicates that a lack of IT employee risk awareness is creating serious security issues in application design and configuration. Which of the following would be the BEST key risk indicator (KRI) to show progress in IT employee behavior?

- A. Number of IT employees attending security training sessions
- B. Results of application security testing
- C. Number of reported security incidents
- D. Results of application security awareness training quizzes

**Answer:** B

#### NEW QUESTION 407

Which of the following should be the PRIMARY input when developing IT strategy?

- A. Vision statement
- B. Process and capability maturity
- C. Governance objectives
- D. Balanced scorecard

**Answer:** C

#### NEW QUESTION 411

Which of the following should be the FIRST step in planning an IT governance implementation?

- A. Assign decision-making responsibilities.
- B. Obtain necessary business funding.
- C. Define key business performance indicators.
- D. Identify business drivers.

**Answer:** D

#### NEW QUESTION 412

The board and senior management of a new enterprise recently met to formalize an IT governance framework. The board of directors' FIRST step in implementing IT governance is to ensure that:

- A. an IT balanced scorecard is implemented.
- B. a portfolio of IT-enabled investments is developed.
- C. IT roles and responsibilities are established.
- D. IT policies and procedures are defined.

**Answer:** C

#### NEW QUESTION 416

Which of the following would be MOST useful for prioritizing IT improvement initiatives to achieve desired business outcomes?

- A. Budget variance analysis
- B. Enterprise architecture (EA)
- C. IT skills matrix
- D. Portfolio management

**Answer:** D

#### NEW QUESTION 420

The MOST effective way to ensure that IT supports the agile needs of an enterprise is to:

- A. perform process modeling.
- B. outsource infrastructure management.
- C. develop a robust enterprise architecture (EA).
- D. implement open source systems.

**Answer:** C

#### NEW QUESTION 421

A multinational enterprise recently purchased a large company located in a different country. When introducing the concept of governance to the new acquisition, it is MOST important that executive management recognize:

- A. language differences.
- B. the use of international standards.
- C. the impact of cultural changes.
- D. globally recognized good practices.

**Answer:** C

#### NEW QUESTION 422

Which of the following has PRIMARY responsibility to define the requirements for IT service levels for the enterprise?

- A. The business manager
- B. The help desk
- C. The CIO
- D. The business continuity vendor

**Answer:** A

#### NEW QUESTION 425

Which of the following is the BEST way to ensure the continued usefulness of IT governance reports for stakeholders?

- A. Conduct quarterly audits and adjust reporting based on findings.
- B. Establish a standard process for providing feedback.
- C. Rely on IT leaders to advise when adjustments should be made.
- D. Issue frequent service level satisfaction surveys.

**Answer:** B

#### NEW QUESTION 427

The board of directors of a large organization has directed IT senior management to improve IT governance within the organization. IT senior management's MOST important course of action should be to:

- A. understand the driver that led to a desire to change.
- B. assess the current slate of IT governance within the organization.
- C. review IT strategy and direction.
- D. analyze IT service levels and performance.

**Answer:** B

#### NEW QUESTION 428

Which of the following is the BEST indication that enterprise value is being derived from IT?

- A. IT strategy supports continuous improvement initiatives
- B. Metrics are established for IT performance.
- C. Rate of return for projects is achieved.
- D. IT services enable business strategy.

**Answer:** D

#### NEW QUESTION 429

An enterprise wants to reduce the complexity of its data assets while ensuring impact to the business is minimized during the transition. Which of the following should be done FIRST?

- A. Remove applications that are not aligned with the information architecture.
- B. Review the information classification and retention policies
- C. Review the information architecture.
- D. Assess current information ownership.

**Answer:** C

#### NEW QUESTION 432

To meet the growing demands of a newly established business unit, IT senior management has been tasked with changing the current IT organization model to service-oriented. With significant growth expected of the IT organization, which of the following is the MOST important consideration when planning for long-term IT service delivery?

- A. The IT service delivery model is approved by the business.
- B. An IT risk management process is in place.
- C. IT is able to provide a comprehensive service catalog to the business.
- D. The IT organization is able to sustain business requirements.

**Answer:** C

#### NEW QUESTION 435

A business case indicates an enterprise would reduce costs by implementing a bring your own device (BYOD) program allowing employees to use personal devices for email. Which of the following should be the FIRST governance action?

- A. Assess the enterprise architecture (EA).
- B. Update the network infrastructure.
- C. Update the BYOD policy.
- D. Assess the BYOD risk.

**Answer:** D

#### NEW QUESTION 438

Which of the following should be the PRIMARY basis for establishing categories within an information classification scheme?

- A. Information architecture
- B. Industry standards
- C. Information security policy
- D. Business impact

**Answer:** D

#### NEW QUESTION 443

As the required core competencies of the IT workforce are anticipated and identified, what is the NEXT step in strengthening the department's human resource assets?

- A. Develop a responsible, accountable, consulted, and informed (RACI) chart.
- B. Create an effective recruitment, retention, and training program.
- C. Commit to the board performance metrics and bonus structure.
- D. Develop personnel requirements for third-party assurance.

**Answer:** B

#### NEW QUESTION 445

When developing an IT training plan, which of the following is the BEST way to ensure that resource skills requirements are identified?

- A. Extract training requirements from deficiencies reported in customer service satisfaction surveys.
- B. Ask managers to determine IT training requirements annually.
- C. Determine training needs based on the capabilities to support the IT strategy.
- D. Survey employees for IT skills requirements based upon technology trends.

**Answer:** C

#### NEW QUESTION 446

To develop appropriate measures to improve organizational performance, the measures MUST be:

- A. a result of benchmarking and comparative analysis.
- B. accepted by and meaningful to the stakeholders.
- C. based on existing and validated data sources.
- D. approved by the IT steering committee.

**Answer:** B

#### NEW QUESTION 449

Which of the following would be the BEST way for an IT steering committee to monitor the adoption of a new enterprise IT strategy?

- A. Establish key performance indicators (KPIs).
- B. Establish key risk indicators (KRIs).
- C. Schedule ongoing audit reviews.
- D. Implement service level agreements (SLAs)

**Answer:** A

#### NEW QUESTION 452

Which of the following should be the MOST important consideration when defining an information architecture?

- A. Frequency and quantity of information updates
- B. Information to justify business cases
- C. Incorporation of emerging technologies
- D. Access to and exchange of information

**Answer:** D

#### NEW QUESTION 455

Which of the following is the BEST outcome measure to determine the effectiveness of IT risk management processes?

- A. Frequency of updates to the IT risk register
- B. Time lag between when IT risk is identified and the enterprise's response
- C. Number of events impacting business processes due to delays in responding to risks
- D. Percentage of business users satisfied with the quality of risk training

**Answer:** C

#### NEW QUESTION 456

A chief technology officer (CTO) wants to ensure IT governance practices adequately address risk management specific to mobile applications. To create the appropriate risk policies for IT, it is MOST important for the CTO to:

- A. understand the enterprise's risk tolerance.
- B. create an IT risk scorecard.
- C. map the business goals to IT risk processes.

D. identify the mobile technical requirements.

**Answer:** A

#### NEW QUESTION 457

An enterprise is evaluating a Software as a Service (SaaS) solution to support a core business process. There is no outsourcing governance or vendor management in place. What should be the CEO's FIRST course of action?

- A. Ensure the roles and responsibilities to manage service providers are defined.
- B. Establish a contract with the SaaS solution provider.
- C. Instruct management to use the standard procurement process.
- D. Ensure the service level agreements (SLAs) for service providers are defined.

**Answer:** A

#### NEW QUESTION 459

An enterprise is considering outsourcing non-core IT processes Which of the following should be the FIRST step?

- A. Update resource allocation policies
- B. Conduct a cost-benefit analysis for outsourcing.
- C. Issue a formal request for proposal to outsourcing vendors.
- D. Establish service level metrics for outsourced activities

**Answer:** B

#### NEW QUESTION 464

When considering an IT change that would enable a potential new line of business, the FIRST strategic step for IT governance would be to ensure agreement among the stakeholders regarding:

- A. objectives to achieve goals.
- B. metrics to measure effectiveness
- C. a vision for the future state,
- D. a change response plan

**Answer:** C

#### NEW QUESTION 469

Which of the following should be done FIRST when concerns have been identified regarding the financial viability of a potential software supplier?

- A. Implement an escrow agreement
- B. Perform a risk assessment
- C. Include a right-to-audit clause in the contract
- D. License the intellectual property

**Answer:** A

#### NEW QUESTION 471

Which of the following BEST facilitates governance oversight of data protection measures?

- A. Information ownership
- B. Information classification
- C. Information custodianship
- D. Information life cycle management

**Answer:** B

#### NEW QUESTION 476

A board of directors wants to ensure the enterprise is responsive to changes in its environment that would directly impact critical business processes. Which of the following will BEST facilitate meeting this objective?

- A. Scheduling frequent threat analyses
- B. Monitoring key risk indicators (KRIs)
- C. Regularly reviewing the enterprise risk appetite
- D. Implementing a competitive intelligence tool

**Answer:** B

#### NEW QUESTION 479

Which of the following is MOST important to effectively initiate IT-enabled change?

- A. Establish a change management process.
- B. Obtain top management support and ownership.
- C. Ensure compliance with corporate policy.
- D. Benchmark against best practices.

**Answer:** A

**NEW QUESTION 483**

Which of the following activities **MUST** be completed before developing an IT strategic plan?

- A. Review the enterprise business plan
- B. Align the enterprise vision statement with business processes
- C. Develop an enterprise architecture (EA) framework
- D. Review the enterprise risk tolerance level

**Answer:** A

**NEW QUESTION 484**

Which of the following would provide the **BEST** input for prioritizing strategic IT improvement initiatives?

- A. Business dependency assessment
- B. Business process analysis
- C. Business case evaluation
- D. Business impact analysis (BIA)

**Answer:** D

**NEW QUESTION 488**

The responsibility for the development of a business continuity plan (BCP) is **BEST** assigned to the:

- A. business risk manager.
- B. business owner.
- C. chief executive officer (CEO).
- D. IT systems owner.

**Answer:** A

**NEW QUESTION 492**

Which of the following is an **ADVANTAGE** of using strategy mapping?

- A. It provides effective indicators of productivity and growth.
- B. It depicts the maturity levels of processes that support organizational strategy.
- C. It identifies barriers to strategic alignment and links them to specific outcomes.
- D. It depicts the cause-and-effect linked relationships between strategic objectives.

**Answer:** D

**NEW QUESTION 494**

In an enterprise that has worldwide business units and a centralized financial control model, which of the following is a barrier to strategic alignment of business and IT?

- A. Each business unit has its own steering committee for IT investment and prioritization.
- B. Uniform portfolio management is in place throughout the business units.
- C. IT is the exclusive provider of IT services to the business units.
- D. The enterprise's CIO is a member of the executive committee.

**Answer:** A

**NEW QUESTION 495**

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