Exam Code: CGEIT
Exam Name: Certified in the Governance of Enterprise IT

Exam A

QUESTION 1
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)

Correct Answer: C
Section:

QUESTION 2
Six months ago, an enterprise's CIO reorganized IT to improve service delivery to the business. Which of the following would BEST demonstrate the effectiveness of the reorganization?

A. The number of help desk calls
B. A balanced scorecard
C. A survey of IT staff
D. IT cost reduction

Correct Answer: B
Section:

QUESTION 3
An enterprise is evaluating a possible strategic initiative for which IT would be the main driver. There are several risk scenarios associated with the initiative that have been identified. Which of the following should be done FIRST to facilitate a decision?

A. Define the risk mitigation strategy.
B. Assess the impact of each risk.
C. Establish a baseline for each initiative.
D. Select qualified personnel to manage the project.

Correct Answer: B
Section:

QUESTION 4
Enterprise IT has overseen the implementation of an array of data services with overlapping functionality leading to business inefficiencies. Which of the following is the MOST likely cause of this situation?

A. insufficient information architecture
B. Ineffective project management
C. An outdated service level agreement (SLA)
D. An incomplete cost-benefit analysis

Correct Answer: A
Section:

QUESTION 5
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

Correct Answer: D
Section:

QUESTION 6
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.

Correct Answer: B
Section:

QUESTION 7
Which of the following groups should approve the implementation of new technology?

A. IT steering committee
B. IT audit department
C. Portfolio management office
D. Program management office

Correct Answer: A
Section:

QUESTION 8
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

Correct Answer: D

Section:

QUESTION 9
An enterprise can BEST assess the benefits of a new IT project through its life cycle by:

A. calculation of the total cost of ownership.
B. periodic review of the business case.
C. periodic measurement of the project slip rate.
D. calculation of the net present value (NPV).

Correct Answer: A
Section:

QUESTION 10
The PRIMARY reason for an enterprise to adopt an IT governance framework is to:

A. assure IT sustains and extends the enterprise strategies and objectives.
B. expedite IT investments among other competing business investments.
C. establish IT initiatives focused on the business strategy.
D. allow IT to optimize confidentiality, integrity, and availability of information assets.

Correct Answer: A
Section:

QUESTION 11
Which of the following is the BEST approach when reviewing The security status of a new business acquisition?

A. Embed IT risk management strategies in service level agreements (SLAs).
B. Establish a committee to oversee the alignment of IT security in new businesses.
C. Incorporate IT security objectives to cover additional risks associated with new businesses.
D. Integrate IT risk assessment into the overall due diligence process.

Correct Answer: D
Section:

QUESTION 12
The board of directors of an enterprise has approved a three-year IT strategic program to centralize the core business processes of its global entities into one core system. Which of the following should be the ClO's NEXT step?

A. Engage a team to perform a business impact analysis (BIA).
B. Require the development of a risk management plan.
C. Determine resource requirements for program implementation.
D. Require the development of a program roadmap.

Correct Answer: D
Section:

QUESTION 13
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

Correct Answer: B
Section:

QUESTION 14
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.

Correct Answer: D
Section:

QUESTION 15
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.

Correct Answer: D
Section:

QUESTION 16
A CIO is concerned with the potential of vendor system failures that could cause a large amount of unintended system downtime. To determine how to prepare for this concern, what is MOST important for the CIO to review?

A. IT balanced scorecard

B. Service-level metrics

C. IT procurement policy

D. Business impact analysis (BIA)

Correct Answer: D
Section:

QUESTION 17

The BEST way to manage continuous improvement of governance-related processes is to:

A. assess existing process resource capacities.
B. define accountability based on roles and responsibilities.
C. apply effective quality management practices.
D. require third-party independent reviews.

Correct Answer: C
Section:

QUESTION 18
Which of the following would BEST enable business innovation through IT?

A. Outsourcing of IT to a strategic business partner
B. Business participation in IT strategy development
C. Adoption of a standardized business development life cycle
D. IT participation in business strategy development

Correct Answer: D
Section:

QUESTION 19
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

Correct Answer: D
Section:

QUESTION 20
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

Correct Answer: B
Section:

QUESTION 21
An enterprise has established a new department to oversee the life cycle of activities that support data management objectives. Which of the following should be done NEXT?

A. Develop a business continuity plan (BCP).
B. Assess the current data business model.
C. Review data privacy requirements.
D. Establish a RACI chart

Correct Answer: D
Section:

QUESTION 22
Which of the following is the MOST important attribute of an information steward?

A. The information steward manages the systems that process the relevant data.
B. The information steward has expertise in managing data quality systems.
C. The information steward is closely aligned with the business function.
D. The information steward is part of the information architecture group.

Correct Answer: A
Section:

QUESTION 23
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

Correct Answer: A
Section:

QUESTION 24
An enterprise learns that a new privacy regulation was recently published to protect customers in the event of a breach involving personally identifiable information (PII). The IT risk management team's FIRST course of action should be to:

A. evaluate the risk appetite for the new regulation.
B. define the risk tolerance for the new regulation.
C. determine if the new regulation introduces new risk.
D. assign a risk owner for the new regulation.

Correct Answer: C
Section:

QUESTION 25
An enterprise has decided to utilize a cloud vendor for the first time to provide email as a service, eliminating in-house email capabilities. Which of the following IT strategic actions should be triggered by this decision?

A. Develop a data protection awareness education training program.
B. Monitor outgoing email traffic for malware.

C. Implement a data classification and storage management tool.

D. Update and communicate data storage and transmission policies.

Correct Answer: A
Section:

QUESTION 26
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

Correct Answer: C
Section:

QUESTION 27
An enterprise has made the strategic decision to reduce operating costs for the next year and is taking advantage of cost reductions offered by an external cloud service provider. Which of the following should be the IT steering committee's PRIMARY concern?

A. Revising the business $ balanced storecard

B. Updating the business risk profile

C. Changing the IT steering committee charter

D. Calculating the cost of the current solution

Correct Answer: B
Section:

QUESTION 28
An IT investment review board wants to ensure that IT will be able to support business initiatives. Each initiative is comprised of several interrelated IT projects. Which of the following would help ensure that the initiatives meet their goals?

A. Review of project management methodology

B. Review of the business case for each initiative

C. Establishment of portfolio management

D. Verification of initiatives against the architecture

Correct Answer: B
Section:

QUESTION 29
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

Correct Answer: C
Section:

QUESTION 30
Results of an enterprise's customer survey indicate customers prefer using mobile applications. However, this same survey shows the enterprise's mobile applications are considered inferior compared to legacy browser-based applications. Which of the following should be the FIRST step in creating an effective long-term mobile application strategy?

A. Establish service level agreements (SLAs) with the development team.
B. Identify key risks and mitigation strategies for mobile applications.
C. Implement key performance indicators (KPIs) that include application quality.
D. Identify business requirements concerning mobile applications.

Correct Answer: D
Section:

QUESTION 31
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

Correct Answer: D
Section:

QUESTION 32
Of the following, who should be responsible for ensuring the regular review of quality management performance against defined quality metrics?

A. Process owners
B. Risk management team
C. Internal auditors
D. Executive management

Correct Answer: A
Section:

QUESTION 33
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.

Correct Answer: B
Section:

QUESTION 34
Senior management wants to promote investment in IT, but is uncertain that associated risks are being properly identified. The BEST way to address this concern is to:

A. engage an external consultant to develop risk scenarios.
B. appoint an IT representative to the business risk committee.
C. assign an IT cost controller to the finance department.
D. ensure business cases are developed by IT.

Correct Answer: D
Section:

QUESTION 35
Which of the following represents the GREATEST challenge to implementing IT governance?

A. Determining the best practice to follow
B. Planning the project itself
C. Developing a business case
D. Applying behavioral change management

Correct Answer: D
Section:

QUESTION 36
An enterprise made a significant change to its business operating model that resulted in a new strategic direction. Which of the following should be reviewed FIRST to ensure IT congruence with the new business strategy?

A. IT risk appetite
B. Enterprise project management framework
C. IT investment portfolio
D. Information systems architecture

Correct Answer: C
Section:

QUESTION 37
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.

Correct Answer: A
Section:

QUESTION 38
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

Correct Answer: B
Section:

QUESTION 39
An IT director is negotiating a contract with a vendor for application management services. There is concern by other departments that the outsourced services may not be delivered successfully. Which of the following is the BEST way for the IT director to address this concern?

A. Implement a communication management plan.

B. Develop a comprehensive vendor management plan.

C. Review the IT service risk management plan.

D. Establish a policy on operational level agreements with vendors.

Correct Answer: D
Section:

QUESTION 40
An enterprise considering implementing IT governance should FIRST develop the scope of the IT governance program and:

A. initiate the program using an implementation roadmap.

B. establish initiatives for business and managers.

C. acquire the resources that will be required.

D. communicate the program to stakeholders to gain consensus.

Correct Answer: D
Section:

QUESTION 41
Which of the following should be the MAIN reason for an enterprise to implement an IT risk management framework?

A. The need to enable IT risk-aware decisions by executives

B. The results of an external audit report concerning IT risk management processes.

C. The need to address market regulations and internal compliance in IT risk

D. The ability to benchmark IT risk policies against major competitors

Correct Answer: A
Section:

QUESTION 42
An IT audit reveals inconsistent maintenance of data privacy in enterprise systems primarily due to a lack of data sensitivity categorizations. Once the categorizations are defined, what is the BEST long-term strategic response

by IT governance to address this problem?

A. Standardize data classification processes throughout the enterprise.
B. Incorporate enterprise privacy categorizations into contracts.
C. Require business impact analyses (BIAs) for enterprise systems.
D. Reassess the data governance policy.

Correct Answer: A
Section:

QUESTION 43
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.

Correct Answer: C
Section:

QUESTION 44
An enterprise is planning to replace multiple enterprise resource planning (ERP) systems at various regions with one company-wide ERP system. The main objective of this change is to achieve economies of scale efficiencies resulting in cost reductions. To meet this objective, what is the BEST approach in the planning phase of the project?

A. Implement an ERP system on shared resources with the lowest cost.
B. Minimize customization by standardizing ERP processes across regions.
C. Adopt a best in breed web-based architecture for the ERP system.
D. Use a service provider to evaluate and implement the new ERP processes.

Correct Answer: B
Section:

QUESTION 45
While monitoring an enterprise's IT projects portfolio, it is discovered that a project is 75% complete, but all budgeted resources have been expended. Which of the following is the MOST important task to perform?

A. Review the IT investments.
B. Reorganize the IT projects portfolio.
C. Re-evaluate the business case.
D. Review the IT governance structure.

Correct Answer: C
Section:

QUESTION 46
An enterprise's information security function is making changes to its data retention and backup policies. Which of the following presents the GREATEST risk?

A. Business data owners were not consulted.
B. The new policies Increase the cost of data backups.
C. Data backups will be hosted at third-party locations.
D. The retention period for data backups is Increased.

Correct Answer: A
Section:

QUESTION 47
Which of the following would be MOST important to update if a decision is made to ban end user-owned devices in the workplace?

A. Employee nondisclosure agreement
B. Enterprise risk appetite statement
C. Enterprise acceptable use policy
D. Orientation training materials

Correct Answer: C
Section:

QUESTION 48
Which of the following is the MOST effective way to manage risks within the enterprise?

A. Assign individuals responsibilities and accountabilities for management of risks.
B. Make staff aware of the risks in their area and risk management techniques.
C. Provide financial resources for risk management systems.
D. Document procedures and reporting processes.

Correct Answer: A
Section:

QUESTION 49
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.

Correct Answer: D
Section:

QUESTION 50
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

Correct Answer: D
Section:

QUESTION 51
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.

Correct Answer: D
Section:

QUESTION 52
A CIO believes that a recent mission-critical IT decision by the board of directors is not in the best financial interest of all stakeholders. Which of the following is the MOST ethical course of action?

A. Share concerns with the legal department.
B. Request a meeting with the board.
C. Engage an independent cost-benefit analysis.
D. Request an internal audit review of the board's decision.

Correct Answer: B
Section:

QUESTION 53
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

Correct Answer: D
Section:

QUESTION 54
Which of the following is the MOST important consideration for data classification to be successfully implemented?

A. Users should be provided with clear instructions that are easy to follow and understand.
B. The data classification tools integrate with other tools that help manage the data.
C. The classification scheme should be closely aligned with the IT strategic plan.
D. Senior management should be properly trained in monitoring compliance.

Correct Answer: B
Section:

QUESTION 55
Which of the following BEST reflects the ethical values adopted by an IT organization?

A. IT principles and policies
B. IT balanced scorecard
C. IT governance framework
D. IT goals and objectives

Correct Answer: A
Section:

QUESTION 56
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)

Correct Answer: D
Section:

QUESTION 57
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.

Correct Answer: C
Section:

QUESTION 58
The IT program manager does not see the value of conducting risk assessments for a new major IT project. The manager is reluctant to cooperate with internal auditors and the newly formed steering committee. Midway through the project, program requirements were changed because the CEO is a friend of a vendor and wants to implement this vendor's new technology. This decision will cause the current IT program budget to be insufficient and will be shown as overspending.
After the requirement change request, the IT program manager should FIRST:

A. obtain confirmation from the business and a decision by the steering committee.
B. request additional funding from the business owner to cover the additional scope.
C. report the matter to internal audit as a program deviation to be reviewed.
D. align IT with the business and agree to the business request.

Correct Answer: C
Section:

QUESTION 59
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.

Correct Answer: C
Section:

QUESTION 60
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.

Correct Answer: A
Section:

QUESTION 61
Which of the following would BEST help to improve an enterprise's ability to manage large IT investment projects?

A. Creating a change management board
B. Reviewing and evaluating existing business cases
C. Implementing a review and approval process for each phase
D. Publishing the IT approval process online for wider scrutiny

Correct Answer: C
Section:

QUESTION 62
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.

Correct Answer: D
Section:

QUESTION 63
The CIO of a financial services company is tasked with ensuring IT processes are in compliance with recently instituted regulatory changes. The FIRST course of action should be to:

A. align IT project portfolio with regulatory requirements.
B. create an IT balanced scorecard.
C. identify the penalties for noncompliance.
D. perform a current state assessment.

Correct Answer: D
Section:

QUESTION 64
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 ClO's FIRST course of action?

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

Correct Answer: C
Section:

QUESTION 65
Which of the following aspects of the transition from X-rays to digital images would be BEST addressed by implementing information security policy and procedures?

A. Establishing data retention procedures
B. Training technicians on acceptable use policy
C. Minimizing the impact of hospital operation disruptions on patient care
D. Protecting personal health information

Correct Answer: D
Section:

QUESTION 66
Prior to decommissioning an IT system, it is MOST important to:

A. assess compliance with environmental regulations.
B. assess compliance with the retention policy.
C. review the media disposal records.
D. review the data sanitation records.

Correct Answer: B
Section:

QUESTION 67
A CEO determines the enterprise is lagging behind its competitors in consumer mobile offerings, and mandates an aggressive rollout of several new mobile services within the next 12 months. To ensure the IT organization is capable of supporting this business objective, what should the CIO do FIRST?

A. Request an assessment of current in-house mobile technology skills.

B. Create a sense of urgency with the IT team that mobile knowledge is mandatory.

C. Procure contractors with experience in mobile application development.

D. Task direct reports with creating training plans for their teams.

Correct Answer: A
Section:

QUESTION 68
Which of the following is the MOST effective way for a CIO to govern business unit deployment of shadow IT applications in a cloud environment?

A. Implement controls to block the installation of unapproved applications.

B. Educate the executive team about the risk associated with shadow IT applications.

C. Provide training to the help desk to identify shadow IT applications.

D. Review and update the application implementation process.

Correct Answer: B
Section:

QUESTION 69
Before an IT strategy committee can approve an IT risk assessment framework, which of the following is MOST important to have established?

A. An enterprise risk mitigation strategy

B. Leading and lagging risk indicators

C. IT performance metrics and standards

D. Enterprise definitions for risk impact and probability

Correct Answer: D
Section:

QUESTION 70
An IT governance committee wants to ensure there is a clear description of the 'data owner' in the enterprise data policy. Which of the following would BEST define the owner of data stored in an external cloud?

A. The business leader who is most impacted by the loss of data.

B. The risk manager who is responsible for protecting data stored in the cloud.

C. The contract manager who monitors the security of the cloud provider.

D. The vendor who submits the data to the organization via online forms

Correct Answer: A
Section:

QUESTION 71
Which of the following has the GREATEST influence on data quality assurance?

A. Data classification

B. Data encryption

C. Data modeling

D. Data stewardship

Correct Answer: B
Section:

QUESTION 72
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.

Correct Answer: C
Section:

QUESTION 73
The results of an internal audit show that the business and IT acquire resources differently, which causes duplicate purchases. Which of the following is the BEST way to address this issue?

A. Align IT objectives to the business procurement process.

B. Involve business in IT procurement decisions.

C. Establish a centralized procurement approval process.

D. Define roles and responsibilities through a RAG chart

Correct Answer: D
Section:

QUESTION 74
Which of the following is the MOST important benefit of developing an information architecture model consistent with enterprise strategy?

A. It identifies information architecture priorities.

B. It support and facilitates decision making.

C. It enables information architecture roadmap updates.

D. It optimizes information delivery and storage costs.

Correct Answer: B
Section:

QUESTION 75
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.

Correct Answer: B
Section:

QUESTION 76
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.

Correct Answer: D
Section:

QUESTION 77
Which of the following responsibilities should be retained within an enterprise when outsourcing a project management office (PMO) function?

A. Selecting projects
B. Managing projects
C. Tracking project cost
D. Defining project methodology

Correct Answer: A
Section:

QUESTION 78
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

Correct Answer: D
Section:

QUESTION 79
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

Correct Answer: B
Section:

QUESTION 80
Senior management is reviewing the results of a recent security incident with significant business impact. Which of the following findings should be of GREATEST concern?

A. Significant gaps are present m the incident documentation.
B. The incident was not logged in the ticketing system.
C. Response decisions were made without consulting the appropriate authority.
D. Response efforts had to be outsourced due to insufficient internal resources.

Correct Answer: C
Section:

QUESTION 81
A large enterprise that is diversifying its business will be transitioning to a new software platform, which is expected to cause data changes. Which of the following should be done FIRST when developing the related metadata management process?

A. Require an update to enterprise data policies.
B. Request an impact analysis.
C. Review documented data interdependence.
D. Validate against existing architecture.

Correct Answer: D
Section:

QUESTION 82
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

Correct Answer: C
Section:

QUESTION 83
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

Correct Answer: D
Section:

QUESTION 84

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.

Correct Answer: D
Section:

QUESTION 85
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.

Correct Answer: B
Section:

QUESTION 86
To benefit from economies of scale, a CIO is deciding whether to outsource some IT services. Which of the following would be the MOST important consideration during the decision-making process?

A. IT staff morale
B. Core IT processes
C. Outsourcer's reputation
D. New service level agreements (SLAs)

Correct Answer: B
Section:

QUESTION 87
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.

Correct Answer: C
Section:

QUESTION 88
An IT risk assessment for a large healthcare group revealed an increased risk of unauthorized disclosure of information. Which of the following should be established FIRST to address the risk?

A. Data encryption tools

B. Data loss prevention tools

C. Data classification policy

D. Data retention policy

Correct Answer: C
Section:

QUESTION 89
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

Correct Answer: C
Section:

QUESTION 90
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.

Correct Answer: A
Section:

QUESTION 91
Which of the following BEST lowers costs and improves scalability from an IT enterprise architecture (EA) perspective?

A. Cost management

B. IT strategic sourcing

C. Standardization

D. Business agility

Correct Answer: C
Section:

QUESTION 92
While assessing the feasibility of introducing new IT practices and standards into the IT governance framework, it is CRITICAL to understand an organization's:

A. culture.

B. level of outsourcing.

C. enterprise architecture (EA).

D. maturity of IT processes.

Correct Answer: C
Section:

QUESTION 93
When determining the optimal IT service levels to support business, which of the following is MOST important?

A. IT capacity utilization and availability.
B. Cost/benefit to the business.
C. Available IT budget.
D. Business user requests

Correct Answer: B
Section:

QUESTION 94
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

Correct Answer: D
Section:

QUESTION 95
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

Correct Answer: B
Section:

QUESTION 96
Which of the following MOST effectively prevents an IT system from becoming technologically obsolete before its planned return on investment (ROi)?

A. Requesting periodic third-party assessments of the system throughout its life
B. Obtaining long-term support commitments from the system platform vendors)
C. Obtaining independent assurance that the system will conform to future business requirements
D. Ensuring that the system is maintained in compliance with enterprise architecture (EA) standards

Correct Answer: D
Section:

QUESTION 97
The board of a start-up company has directed the CIO to develop a technology resource acquisition and management policy. Which of the following should be the MOST important consideration during the development of this policy?

A. Enterprise growth plans
B. Industry best practices
C. Organizational knowledge retention
D. IT staff competencies

Correct Answer: A
Section:

QUESTION 98
An enterprise decides to accept the IT risk of a subsidiary located in another country even though it exceeds the enterprise's risk appetite. Which of the following would be the BEST justification for this decision?

A. Risk framework alignment
B. Local market common practices
C. Compliance with local regulations
D. Technical gaps among subsidiaries

Correct Answer: C
Section:

QUESTION 99
Which of the following is the MOST valuable input when quantifying the loss associated with a major risk event?

A. Key risk indicators (KRIs)
B. IT environment threat modeling
C. Business impact analysis (BIA) report
D. Recovery time objectives (RTOs)

Correct Answer: C
Section:

QUESTION 100
To reduce the risk of reputational damage through inappropriate use of social media by employees outside of the workplace, the enterprise approach regarding social media should PRIMARILY focus on;

A. implementing preventative controls.
B. developing policies on social media.
C. implementing a review of processes utilizing social media.
D. ensuring each use of social media is approved by management.

Correct Answer: B
Section:

QUESTION 101
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

Correct Answer: C
Section:

QUESTION 102
Which of the following provides the STRONGEST indication that IT governance is well established within an organizational culture?

A. IT performance metrics are defined in the balanced scorecard.

B. Benefits of IT governance are realized throughout the organization.

C. There is awareness of IT metrics throughout the organization.

D. IT governance defines how IT projects should be assessed.

Correct Answer: A
Section:

QUESTION 103
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.
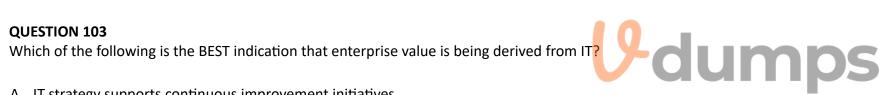
Correct Answer: D
Section:

QUESTION 104
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.

Correct Answer: D
Section:

QUESTION 105
A CIO just received a final audit report that indicates there is inconsistent enforcement of the enterprise's mobile device acceptable use policy throughout all business units. Which of the following should be the FIRST step to address this issue?

A. Incorporate compliance metrics into performance goals.
B. Review the relevance of existing policy.
C. Mandate awareness training for all mobile device users.
D. Implement controls to enforce the policy.

Correct Answer: B
Section:

QUESTION 106
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

Correct Answer: A
Section:

QUESTION 107
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.

Correct Answer: C
Section:

QUESTION 108
Reviewing which of the following should be the FIRST step when evaluating the possibility of outsourcing an IT system?

A. Outsourcing strategy
B. Outsourced business processes
C. Service level agreements (SLAs)
D. IT staff skill sets

Correct Answer: A
Section:

QUESTION 109
To enable the development of required IT skill sets for the enterprise, it is MOST important to define skill requirements based on:

A. training needs.
B. one set of skills applicable to all IT staff.

C. a best practices framework.

D. each role within the IT department.

Correct Answer: D
Section:

QUESTION 110
Which of the following is the BEST method for making a strategic decision to invest in cloud services?

A. Prepare a business case.

B. Prepare a request for information (RFI),

C. Benchmarking.

D. Define a balanced scorecard.

Correct Answer: A
Section:

QUESTION 111
An enterprise is developing several consumer-based services using emerging technologies involving sensitive personal dat
a. 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

Correct Answer: B
Section:

QUESTION 112
An organization's board of directors has questioned the value provided by IT key performance indicators (KPIs). Which of the following is the BEST way to determine whether the KPIs adequately support organizational objectives?

A. Define a strategy for IT measurement.

B. Define policies and procedures around current KPIs.

C. Review the KPIs with key business executives.

D. Work directly with the CEO to identify what measures should be used.

Correct Answer: C
Section:

QUESTION 113
Which of the following is PRIMARILY achieved through performance measurement?

A. Process improvement

B. Transparency

C. Cost efficiency

D. Benefit realization

Correct Answer: D
Section:

QUESTION 114
A large retail chain realizes that while there has not been any loss of data, IT security has not been a priority and should become a key goal for the enterprise. What should be the FIRST high-level initiative for a newly created IT strategy committee in order to support this business goal?

A. Identifying gaps in information asset protection

B. Defining data archiving and retrieval policies

C. Recruiting and training qualified IT security staff

D. Modernizing internal IT security practices

Correct Answer: A
Section:

QUESTION 115
Risk management strategies are PRIMARILY adopted to:

A. avoid risks for business and IT assets.

B. take necessary precautions for claims and losses.

C. achieve acceptable residual risk levels.

D. achieve compliance with legal requirements.

Correct Answer: C
Section:

QUESTION 116
An enterprise is conducting a SWOT analysis as part of IT strategy development. Which of the following would be MOST helpful to identify opportunities and threats?

A. Risk appetite

B. Internal framework assessment

C. Competitor analysis

D. Critical success factors (CSF)

Correct Answer: D
Section:

QUESTION 117
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.

Correct Answer: B
Section:

QUESTION 118
What is the BEST way for an IT governance board to establish standards of behavior for the adoption of artificial intelligence (AI)?

A. Direct the creation and approval of an ethical use policy.
B. Review and update the data privacy policy to align with industry standards.
C. Include specific ethics clauses in vendor agreements and contracts.
D. Include ethics topics within onboarding and awareness training.

Correct Answer: C
Section:

QUESTION 119
An IT steering committee is preparing to review proposals for projects that implement emerging technologies. In anticipation of the review, the committee should FIRST:

A. determine if the IT staff can support the emerging technologies.
B. understand how the emerging technologies will influence risk across the enterprise.
C. require a capacity plan and framework review for the emerging technologies,
D. require a review of the enterprise risk management framework.

Correct Answer: B
Section:

QUESTION 120
Which of the following provides the MOST comprehensive insight into the effectiveness of IT?

A. IT balanced scorecard
B. IT strategy
C. Return on investment (ROI)
D. Key risk indicators (KRIs)

Correct Answer: A
Section:

QUESTION 121
Establishing a uniform definition for likelihood and impact BEST enables an enterprise to:

A. reduce variance in the assessment of risk.
B. develop key risk indicators (KRIs).
C. prioritize threat assessment.
D. reduce risk appetite and tolerance levels.

Correct Answer: A
Section:

QUESTION 122

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

Correct Answer: B
Section:

QUESTION 123

An enterprise is concerned with the potential for data leakage as a result of increased use of social media in the workplace, and wishes to establish a social media strategy. Which of the following should be the MOST important consideration in developing this strategy?

A. Criticality of the information

B. Ensuring that the enterprise architecture (EA) is updated

C. Data ownership

D. The balance between business benefits and risk

Correct Answer: A
Section:

QUESTION 124

The CIO of an international enterprise is considering the use of an offshore cloud service provider to store customer dat
a. Which of the following should be the MOST important consideration when making this decision?

A. IT service delivery roles and responsibilities

B. Compliance with applicable legislation

C. Likelihood of natural disasters

D. The cloud service provider's reputation

Correct Answer: B
Section:

QUESTION 125

Which of the following BEST indicates the success of an enterprise's IT governance framework after implementation?

A. A high percentage of business owners involved with the approval of the IT strategic plan

B. A high percentage of IT systems complying with corporate information security standards

C. A high percentage of IT projects delivered on time and on budget

D. A high percentage of IT investments delivering expected benefits

Correct Answer: D
Section:

QUESTION 126

Which of the following aspects of IT governance BEST addresses the potential intellectual property implications of a cloud service provider having a database in another country?

A. Contract management
B. Continuity planning
C. Data management
D. Security architecture

Correct Answer: A
Section:

QUESTION 127
After shifting from lease to purchase of IT infrastructure and software licenses, an enterprise has to pay for unexpected lease extensions causing significant cost overruns. The BEST direction for the IT steering committee would be to establish;

A. an end-of-life program to remove aging infrastructure from the environment.
B. budget cuts to compensate for the cost overruns.
C. a program to annually review financial policy on overruns.
D. a policy to consider total cost of ownership (TCO) in investment decisions.

Correct Answer: A
Section:

QUESTION 128
Which of the following is MOST important to the successful implementation of enterprise architecture (EA)?

A. Developing data modeling tools
B. Managing the challenge of change
C. Reducing the cost of IT investments
D. Establishing key performance indicators (KPIs)

Correct Answer: B
Section:

QUESTION 129
The BEST time to identity metrics to measure the performance of an IT-enabled investment is during:

A. system implementation
B. project initiation
C. investment feasibility analysis
D. business case development.

Correct Answer: D
Section:

QUESTION 130
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.

Correct Answer: C
Section:

QUESTION 131
When preparing a new IT strategic plan for board approval, the MOST important consideration is to ensure the plan identifies:

A. roles and responsibilities that link to IT objectives.

B. specific resourcing requirements for identified IT projects.

C. frameworks that will be aligned to IT programs.

D. implications of the strategy on the procurement process.

Correct Answer: A
Section:

QUESTION 132
Which of the following should be done FIRST when defining responsibilities for ownership of information and systems?

A. Require an information risk assessment.

B. Identify systems that are outsourced.

C. Ensure information is classified.

D. Require an inventory of information assets.

Correct Answer: D
Section:

QUESTION 133
An enterprise is about to complete a major acquisition, and a decision has been made that both companies will be using the parent company's IT infrastructure. Which of the following should be done NEXT?

A. Update the enterprise architecture (EA).

B. Perform a business impact analysis (BIA.

C. Conduct a gap analysis.

D. Develop a communication plan to support the merger.

Correct Answer: C
Section:

QUESTION 134
Following a strategic planning session, new IT objectives were announced. Which of the following is the MOST effective way for the CIO to ensure these objectives are cascaded to IT personnel?

A. Communicate the new IT objectives during a staff meeting.

B. Define individual performance measures related to the IT objectives.

C. Establish IT management's performance measures based on the IT objectives.

D. Update the IT balanced scorecard to align with the new IT objectives.

Correct Answer: B
Section:

QUESTION 135
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

Correct Answer: D
Section:

QUESTION 136
Which of the following provides the BEST evidence of an IT risk-aware culture across an enterprise?

A. Business staff report identified IT risks.

B. IT risks are communicated to the business.

C. IT risk-related policies are published.

D. The IT infrastructure is resilient.

Correct Answer: A
Section:

QUESTION 137
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

Correct Answer: C
Section:

QUESTION 138
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.

Correct Answer: C
Section:

QUESTION 139
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

Correct Answer: B
Section:

QUESTION 140
A business is considering a policy to anonymize personal data in enterprise systems. Before making a decision, which of the following is MOST important for the IT steering committee to consider?

A. Business impact analysis (BIA) results

B. Regulatory requirements

C. Sustainability costs to the enterprise

D. Potential implementation barriers

Correct Answer: B
Section:

QUESTION 141
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

Correct Answer: C
Section:

QUESTION 142
Which of the following is the PRIMARY purpose of information governance?

A. To develop control procedures that help ensure information is adequately protected throughout its life cycle

B. To monitor the processes that deliver and enhance the value of information assets

C. To set direction for information management capabilities through prioritization and decision making

D. To ensure regulatory compliance is maintained while optimizing the utilization of information

Correct Answer: A
Section:

QUESTION 143
Communicating which of the following to staff BEST demonstrates senior management's commitment to IT governance?

A. Legal and regulatory requirements

B. Approved IT investment opportunities

C. Objectives and responsibilities

D. Need for enterprise architecture (EA)

Correct Answer: C
Section:

QUESTION 144
Which of the following is the PRIMARY purpose of an effective set of key risk indicators (KRIs)?

A. Identifying possible future adverse impacts on the enterprise

B. Evaluating existing technology for risk monitoring capabilities

C. Establishing executive level buy-in of the risk program

D. Quantifying the productivity of the risk management team

Correct Answer: A
Section:

QUESTION 145
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

Correct Answer: B
Section:

QUESTION 146
An enterprise is planning to outsource data processing for personally identifiable information (PIl). 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

Correct Answer: A
Section:

QUESTION 147
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

Correct Answer: C
Section:

QUESTION 148
Which of the following is the BEST way to ensure all enterprise employees understand the corporate code of business conduct?

A. Conduct scheduled and random compliance audits.
B. Mandate annual ethics training that includes an exam.
C. Require external business activities be documented and reported.
D. Distribute a copy of the code and require a signature.

Correct Answer: B
Section:

QUESTION 149
A major data leakage incident at an enterprise has resulted in a mandate to strengthen and enforce current data governance practices. Which of the following should be done FIRST to achieve this objective?

A. Assess data security controls.
B. Review data logs.
C. Analyze data quality.
D. Verify data owners.

Correct Answer: A
Section:

QUESTION 150
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 ClO's concerns.

Correct Answer: A
Section:

QUESTION 151
Which of the following should be the FIRST step in updating an IT strategic plan?

A. Revise the enterprise architecture (EA).
B. Review IT performance objectives and indicators.
C. Evaluate IT capabilities and resources.

D. Identify changes in enterprise goals.

Correct Answer: D
Section:

QUESTION 152
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

Correct Answer: D
Section:

QUESTION 153
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.

Correct Answer: C
Section:

QUESTION 154
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 Ihe 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.

Correct Answer: B
Section:

QUESTION 155
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.

Correct Answer: B

QUESTION 156
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

Correct Answer: C
Section:

QUESTION 157
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.

Correct Answer: B
Section:

QUESTION 158
When assessing the impact of a new regulatory requirement, which of the following should be the FIRST course of action?

A. Update affected IT policies.
B. Assess the budget impact of the new regulation.
C. Map the regulation to business processes.
D. Implement new regulatory requirements.

Correct Answer: C
Section:

QUESTION 159
An IT strategy committee has reviewed an audit report indicating sales employees are using personal smartphones to conduct corporate business. Although the committee appreciates the business benefits, it is also concerned with the security risk. To deliver the business benefit, what should be the committee's FIRST recommendation?

A. Document procedures for securing personal devices.
B. Improve training courses on securing corporate information.
C. Perform a risk assessment on personal device data protection.
D. Update the corporate security policy to include personal devices.

Correct Answer: B
Section:

QUESTION 160
An enterprise has made the strategic decision to reduce operating costs for the next year and is taking advantage of cost reductions offered by an external cloud service provider. Which of the following should be the IT steering committee's PRIMARY concern?

A. Calculating the cost of the current solution
B. Updating the business risk profile
C. Changing the IT steering committee charter
D. Revising the business's balanced scorecard

Correct Answer: A
Section:

QUESTION 161
Which of the following should be the PRIMARY goal of implementing an IT strategic planning process?

A. Determining benefits from IT deployments
B. Optimizing IT resources to drive innovation
C. Directing business strategy to achieve goals
D. Translating business needs into IT initiatives

Correct Answer: D
Section:

QUESTION 162
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

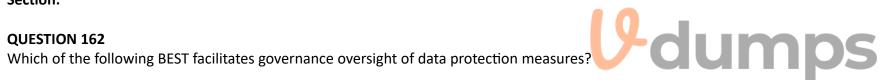**Correct Answer: B**
Section:

QUESTION 163
An airline wants to launch a new program involving the use of artificial intelligence (AI) and machine learning The mam 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)

Correct Answer: A
Section:

QUESTION 164

Which of the following BEST facilitates the standardization of IT vendor selection?

A. Cost-benefit analysis
B. Contract management office
C. Service level agreements (SLAs)
D. Procurement framework

Correct Answer: D
Section:

QUESTION 165
An IT governance committee is defining a risk management policy for a portfolio of !T-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

Correct Answer: D
Section:

QUESTION 166
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.

Correct Answer: C
Section:

QUESTION 167
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

Correct Answer: A
Section:

QUESTION 168
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)

Correct Answer: A
Section:

QUESTION 169
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

Correct Answer: D
Section:

QUESTION 170
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

Correct Answer: A
Section:

QUESTION 171
Which of the following is the BEST outcome measure to determine the effectiveness of IT nsk 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

Correct Answer: C
Section:

QUESTION 172
An IT department outsourced application support and negotiated service level agreements (SLAs) directly with the vendor Although the vendor met the SLAs business owner expectations are not met and senior management cancels the contract This situation can be avoided in the future by:

A. improving the business requirements gathering process

B. improving the negotiation process for service level agreements (SLAs)

C. implementing a vendor performance scorecard

D. assigning responsibility for vendor management

Correct Answer: A
Section:

QUESTION 173
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.

Correct Answer: D
Section:

QUESTION 174
Which of the following IT governance practices would BEST support IT and enterprise strategic alignment?

A. An IT communication plan is continuously updated
B. External consultants regularly review the IT portfolio
C. Senior management regularly reviews the IT portfolio
D. IT service level agreements (SLAs) are periodically updated

Correct Answer: C
Section:

QUESTION 175
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.

Correct Answer: A
Section:

QUESTION 176
When selecting a vendor to provide services associated with a critical application which of the following is the MOST important consideration with respect to business continuity planning (BCP)?

A. Procuring a copy of the vendor's BCP during the contracting process
B. Testing the vendor's BCP and analyzing the results
C. Obtaining independent audit reports of the vendor's BCP
D. Evaluating whether the vendor's BCP aligns with the enterprise's BCP

Correct Answer: B

Section:

QUESTION 177
IT management has reported difficulty retaining qualified IT personnel to support the organization's new strategy Given that outsourcing is not a viable approach, which of the following would be the BEST way for IT governance to address this situation?

A. Implement an incentive-based employee referral program
B. Direct the development of a strategic HR plan for IT
C. Recommend enhancements to the online recruiting platform specific to IT
D. Work with HR to enhance compensation packages for IT personnel

Correct Answer: B
Section:

QUESTION 178
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

Correct Answer: A
Section:

QUESTION 179
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

Correct Answer: A
Section:

QUESTION 180
Before establishing IT key nsk indicators (KRls) which of the following should be defined FIRST?

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

Correct Answer: C
Section:

QUESTION 181

Which of the following should be the ClO's GREATEST consideration when making changes to the IT strategy'?

A. Has the impact to the enterprise architecture (EA) been assessed?
B. Has the investment portfolio been revised?
C. Have key stakeholders been consulted?
D. Have IT risk metrics been adjusted?

Correct Answer: C
Section:

QUESTION 182

An independent consultant has been hired to conduct an ad hoc audit of an enterprise's information security office with results reported to the IT governance committee and the board Which of the following is MOST important to provide to the consultant before the audit begins?

A. Acceptance of the audit risks and opportunities
B. The scope and stakeholders of the audit
C. The organizational structure of the security office
D. The policies and framework used by the security office

Correct Answer: B
Section:

QUESTION 183

Which of the following should be the MOST important consideration when designing an implementation plan for IT governance?

A. Principles and policies
B. Roles and responsibilities
C. Risk tolerance levels
D. Organizational culture

Correct Answer: D
Section:

QUESTION 184

A board of directors has just received a report indicating that only a small number of IT initiatives have been completed on time and within budget, A third of the projects were cancelled prior to completion, and more than half will cost almost double their original estimates. An analysis has determined that no one is held responsible for the completion of investment initiatives, and there is no consistency in execution. Which of the following would BEST help the enterprise address these problems?

A. Establishing a project governance framework
B. Assigning business management to an IT investment review board
C. Establishing an IT risk management plan
D. Aligning IT investment priorities to the business

Correct Answer: B
Section:

QUESTION 185
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.

Correct Answer: D
Section:

QUESTION 186
A new chief information officer (CIO) of an enterprise recommends implementing portfolio management after realizing there is no process in place for evaluating investments prior to selection. What should be the PRIMARY strategic goal driving this decision?

A. Maximize value from the combined investments.
B. Standardize processes for investment evaluation.
C. Align investments to the enterprise architecture (EA).
D. Enable transparency within the investment process.

Correct Answer: A
Section:

QUESTION 187
Supply chain management has established a supplier policy requiring multiple technology suppliers. What is the BEST way to ensure the success of this policy?

A. Identity and select suppliers based on cost.
B. Align the vendor selection process with the security policy.
C. Implement a master service agreement.
D. Align enterprise architecture (EA) and procurement strategies.

Correct Answer: D
Section:

QUESTION 188
When establishing an enterprise data model, the BEST way to ensure the integrity of data is to:

A. classify information using an agreed-upon schema.
B. implement the highest level of protection to data across the enterprise.
C. establish a privileged access management platform.
D. implement a data loss prevention (DLP) program.

Correct Answer: D
Section:

QUESTION 189
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

Correct Answer: C
Section:

QUESTION 190
An enterprise has identified a number of plausible risk scenarios that could result in economic loss associated with major IT investments. Which of the following is the BEST method to assess the risk?

A. Cost-benefit analysis

B. Qualitative analysis

C. Business impact analysis (BIA)

D. Quantitative analysis

Correct Answer: C
Section:

QUESTION 191
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

Correct Answer: B
Section:

QUESTION 192
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

Correct Answer: D
Section:

QUESTION 193
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.

Correct Answer: C
Section:

QUESTION 194
Which of the following is a responsibility of an IT strategy committee?

A. Providing oversight on enterprise strategy implementation

B. Approving the business strategy and its IT implications

C. Advising the board on the development of IT goals

D. Tracking projects in the IT investment portfolio

Correct Answer: C
Section:

QUESTION 195
When establishing a risk management process which of the following should be the FIRST step?

A. Determine the probability of occurrence

B. Identify threats

C. Identify assets

D. Assess risk exposures

Correct Answer: C
Section:

QUESTION 196
Which of the following would be the BEST long-term solution to address the concern regarding loss of expenenced 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.

Correct Answer: A
Section:

QUESTION 197
An enterprise has performed a business impact analysis (BIA) considering a number of risk scenarios Which of the following should the enterpnse do NEXT?

A. Perform a risk controls gap analysis

B. Update the disaster recovery plan (DRP)

C. Verify compliance with relevant legislation

D. Assess risk mitigation strategies

Correct Answer: A
Section:

QUESTION 198
An enterprise has finalized a major acquisition and a new business strategy in line with stakeholder needs has been introduced To help ensure continuous alignment of IT with the new business strategy the CiO should FIRST

A. review the existing IT strategy against the new business strategy
B. revise the existing IT strategy to align with the new business strategy
C. establish a new IT strategy committee for the new enterprise
D. assess the IT cultural aspects of the acquired entity

Correct Answer: A
Section:

QUESTION 199
An enterprise has decided to implement an IT risk management program After establishing stakeholder desired outcomes, the MAIN goal of the IT strategy committee should be to:

A. identify business data that requires protection.
B. perform a risk analysis on key IT processes
C. implement controls to address high risk areas
D. ensure IT risk alignment with enterprise risk

Correct Answer: D
Section:

QUESTION 200
An enterprise has learned of a new regulation that may impact delivery of one of its core technology services Which of the following should the done FIRST?

A. Update the risk management framework
B. Determine whether the board wants to comply with the regulation
C. Assess the risk associated with the new regulation
D. Request an action plan from the risk team

Correct Answer: C
Section:

QUESTION 201
The BEST way for a CIO to monitor the alignment between the business and IT strategy is to regularly review

A. key risk indicators (KRIs)
B. IT services supporting business processes
C. the balanced scorecard
D. the risk register

Correct Answer: B
Section:

QUESTION 202
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

Correct Answer: C
Section:

QUESTION 203
Which of the following should a new CIO do FIRST to ensure information assets are effectively governed?

A.   Quantify the business value of information assets
B.   Perform an information gap analysis
C.   Review information classification procedures
D.   Evaluate information access methods

Correct Answer: C
Section:

QUESTION 204
An IT steering committee wants to select a disaster recovery site based on available nsk data Which of the following would BE ST enable the mapping of cost to risk?

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

Correct Answer: B
Section:

QUESTION 205
An enterprise incurred penalties for noncompliance with privacy regulations. Which of the following is MOST important to ensure appropriate ownership of access controls to address this deficiency?

A.   Granting access to information based on information architecture
B.   Engaging an audit of logical access controls and related security policies
C.   Implementing multi-factor authentication controls
D.   Authenticating access to information assets based on roles or business rules

Correct Answer: D
Section:

QUESTION 206
Which of the following would BEST support an enterprise's initiative to incorporate desired organizational behaviors into the IT governance framework?

A. Enterprise code of ethics
B. Risk mitigation strategies and action plans
C. Documented consequences for noncompliance
D. Enterprise RACI matrix

Correct Answer: A
Section:

QUESTION 207
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.

Correct Answer: B
Section:

QUESTION 208
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

Correct Answer: C
Section:

QUESTION 209
Which of the following should be the PRIMARY consideration for an enterprise when prioritizing IT projects?

A. Technical capability of the enterprise to execute the projects
B. Process owner expectations based on operational benefits
C. Results of IT performance benchmarks against competitors
D. Impact on the business due to expected project outcomes

Correct Answer: D
Section:

QUESTION 210
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.

Correct Answer: B
Section:

QUESTION 211
Which of the following roles should be responsible for data normalization when it is found that a new system includes duplicates of data items?

A. Business system owner

B. Data steward

C. Database administrator (DBA)

D. Application manager

Correct Answer: C
Section:

QUESTION 212
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

Correct Answer: A
Section:

QUESTION 213
An enterprise has identified potential environmental disasters that could occur in the area where its data center is located. Which of the following should be done NEXT?

A. Implement an early warning detection and notification system.

B. Assess the likelihood and impact on the data center.

C. Relocate the data center to minimize the threat.

D. Assess how the data center is protected against the threat.

Correct Answer: B
Section:

QUESTION 214
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

Correct Answer: C
Section:

QUESTION 215
A CIO of an enterprise is concerned that IT and the business have different priorities. Which of the following would BEST demonstrate the current state of strategic alignment?

A. IT maturity model
B. Business case
C. Balanced scorecard
D. IT investment status

Correct Answer: C
Section:

QUESTION 216
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.

Correct Answer: A
Section:

QUESTION 217
Which of the following BEST demonstrates the effectiveness of enterprise IT governance?

A. An IT balanced scorecard is used.
B. Business objectives are achieved.
C. Business objectives are defined.
D. IT processes are measured.

Correct Answer: A
Section:

QUESTION 218
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.

Correct Answer: B
Section:

QUESTION 219
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.

Correct Answer: A
Section:

QUESTION 220
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).

Correct Answer: C
Section:

QUESTION 221
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

Correct Answer: C
Section:

QUESTION 222
An enterprise has lost an unencrypted backup tape of archived customer dat
a. A data breach report is not mandatory in the relevant jurisdiction. From an ethical standpoint, what should the enterprise do NEXT?

A. Initiate disciplinary proceedings against relevant employees.
B. Mandate a review of backup tape inventory procedures.
C. Communicate the breach to customers.
D. Require an evaluation of storage facility vendors.

Correct Answer: C
Section:

QUESTION 223
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.

Correct Answer: C
Section:

QUESTION 224
In which of the following situations is it MOST appropriate to use a quantitative risk assessment?

A. There is a lack of accurate and reliable past and present risk data.

B. The risk assessment needs to be completed in a short period of time.

C. The objectivity of the risk assessment is of primary importance.

D. The risk assessment is needed for an IT project business case.

Correct Answer: C
Section:

QUESTION 225
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).

Correct Answer: C
Section:

QUESTION 226
Which of the following should be identified FIRST when determining appropriate IT key risk indicators (KRIs)?

A. IT-related risk

B. IT controls

C. IT threats

D. IT objectives

Correct Answer: C
Section:

QUESTION 227
An IT risk committee is trying to mitigate the risk associated with a newly implemented bring your own device (BYOD) policy and supporting mobile device management (MDM) tools. Which of the following would be the BEST way to ensure employees understand how to protect sensitive corporate data on their mobile devices?

A. Require staff to complete security awareness training

B. Develop security procedures for mobile devices.

C. Distribute the BYOD policy on the company Intranet.

D. Require staff to review and sign nondisclosure agreements (NDAs)

Correct Answer: A
Section:

QUESTION 228
An enterprise's decision to move to a virtualized architecture will have the GREATEST impact on:

A. system life cycle management.

B. asset classification.

C. vendor management

D. vulnerability management.

Correct Answer: D
Section:

QUESTION 229
A large bank has completed several acquisitions in the last few years that have resulted in redundant IT applications. To align with the strategic initiative of providing integrated services to customers, the IT steering committee has decided to share data and integrate applications. Which of the following would be MOST important to review in this situation?

A. Enterprise architecture (EA)

B. IT risk register

C. Balanced scorecard measures

D. IT strategic plan

Correct Answer: A
Section:

QUESTION 230
What should be done FIRST when feedback indicates recently implemented software products are not meeting business unit expectations?

A. Review help desk logs.

B. Confirm user acceptance testing (UAT) was completed.

C. Request a gap analysis.

D. Institute a new software training program

Correct Answer: B
Section:

QUESTION 231
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

Correct Answer: B
Section:

QUESTION 232
An IT steering committee is evaluating whether a third-party supplier is delivering the correct level of service Reviewing which of the following will provide the BEST information to the committee?

A. Key performance indicators (KPIs)
B. Service portfolio management
C. Vendor status reports
D. Operational cost reduction reports

Correct Answer: B
Section:

QUESTION 233
Which of the following should be the PRIMARY goal of implementing service level agreements (SLAs) with an outsourcing vendor?

A. Gaining a competitive advantage
B. Establishing penalties for not meeting service levels
C. Achieving operational objectives
D. Complying with regulatory requirements

Correct Answer: C
Section:

QUESTION 234
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.

Correct Answer: D
Section:

QUESTION 235
Which of the following should be the FIRST action taken by a newly formed IT governance committee to ensure reports are compliant with regulations and identify key IT risks?

A. Direct the development of a reporting communication plan.
B. Develop and monitor IT key risk indicator (KRI) triggers.
C. Train end users on regulation requirements.
D. Implement a mechanism to ensure reporting escalation.

Correct Answer: A
Section:

QUESTION 236
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

Correct Answer: D
Section:

QUESTION 237
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

Correct Answer: A
Section:

QUESTION 238
In a successful enterprise that is profitable in its marketplace and consistently growing in size, the non-IT workforce has grown by 50% in the last two years. The demand for IT staff in the marketplace is more than the supply, and the enterprise is losing staff to rival organizations. Due to the rapid growth. IT has struggled to keep up with the enterprise, and IT procedures and associated job roles are not well-defined. The MOST critical activity for reducing the impact caused by IT staff turnover is to:

A. document processes and procedures.
B. outsource the IT operation.
C. increase compensation for IT staff
D. hire temporary staff.

Correct Answer: A
Section:

QUESTION 239
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

Correct Answer: A

QUESTION 240
Which of the following is the MOST significant challenge faced by an enterprise when establishing information stewardship?

A. Lack of documented policies and procedures
B. Information requirements of regulatory authorities
C. Insufficient knowledge of IT practices and controls
D. Lack of role clarity and specific responsibilities

Correct Answer: D
Section:

QUESTION 241
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 ClO'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.

Correct Answer: D
Section:

QUESTION 242
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

Correct Answer: A
Section:

QUESTION 243
Which of the following provides the BEST information to assess the effective alignment of IT investments?

A. IT balanced scorecard
B. Net present value (NPV).
C. IT delivery time metrics
D. Total cost of ownership (TCO)

Correct Answer: A
Section:

QUESTION 244
An enterprise is planning a transformation initiative by leveraging emerging technology that will have a significant impact on existing products and services Which of the following is the BEST way for IT to prepare for this change?

A. Use a balanced scorecard to measure IT outcomes.

B. Analyze emerging technology products and related training needs.

C. Procure appropriate resources to support emerging technology

D. Assess the impact on the existing IT strategy

Correct Answer: A
Section:

QUESTION 245
Which of the following would be MOST helpful to an enterprise that wants to standardize how sensitive corporate data is handled?

A. Information classification framework

B. Enterprise risk policy

C. Enterprise risk management (ERM) framework

D. Information security policy

Correct Answer: C
Section:

QUESTION 246
Which of the following is MOST important to review during IT strategy development?

A. Industry best practices

B. IT balanced scorecard

C. Current business environment

D. Data flows that indicate areas requiring IT support

Correct Answer: C
Section:

QUESTION 247
During an IT strategy review, a new CIO determined that numerous important internal processes have not been updated for several years and should be reexamined. Which of the following would be the BEST approach to address this concern?

A. Implement a process review policy.

B. Assemble a project review team

C. Verify that the processes are still needed

D. Map the processes to a capability maturity model.

Correct Answer: C
Section:

QUESTION 248

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.

Correct Answer: C
Section:

QUESTION 249
Facing financial struggles, a CEO mandated severe budget cuts. A decision was also made to immediately change the enterprise strategic focus to put more reliance on mobile, cloud, and wireless services in an effort to boost revenue. The IT steering committee has asked the CIO to suggest adjustments to the current IT project portfolio to allow support for the new direction despite fewer funds. What should the CIO advise the committee to do FIRST?

A. Ask business stakeholders to discuss their vision for the new strategy.

B. Cancel projects with a net present value (NPV) below a defined threshold.

C. Conduct a risk assessment against the potential new services.

D. Start re-allocating budget to projects involving mobile or cloud.

Correct Answer: C
Section:

QUESTION 250
An enterprise is approaching the escalation date of a major IT risk. The IT steering committee wants to ascertain who is responsible for the risk response. Where should the committee find this information?

A. Resource management plan

B. RACI chart

C. Risk management plan

D. Risk register

Correct Answer: D
Section:

QUESTION 251
Which of the following IT governance actions would be the BEST way to minimize the likelihood of IT failures jeopardizing the corporate value of an IT-dependent organization?

A. Implement an IT risk management framework.

B. Install an IT continuous monitoring solution.

C. Define IT performance management measures.

D. Benchmark IT strategy against industry peers.

Correct Answer: A
Section:

QUESTION 252
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)

Correct Answer: B
Section: