Isaca

Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

NEW QUESTION 1
Which of the following is the BEST method to confirm whether a pilot project was successful?

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

Answer: C

NEW QUESTION 2
Which of the following BEST indicates that a change management process has been implemented successfully?

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

Answer: C

NEW QUESTION 3
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

Answer: C

NEW QUESTION 4
An enterprise is replacing its customer relationship management (CRM) system with a cloud-based system. Which of the following should be done FIRST when preparing for data migration"*

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

Answer: B

NEW QUESTION 5
From a governance perspective, which of the following roles is MOST important for an enterprise to keep in-house?

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

Answer: A

NEW QUESTION 6
An enterprise has lost an unencrypted backup tape of archived customer data. 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.

Answer: C

NEW QUESTION 7
Which of the following roles should approve major IT purchases to help prevent conflicts of interest?

A. IT steering committee
B. Chief information officer (CIO)
C. Chief compliance officer
D. Project management office (PMO)

Answer: A

NEW QUESTION 8

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

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

Answer: A

NEW QUESTION 9
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

Answer: D

NEW QUESTION 10
When developing an IT strategic plan that supports an enterprise's business goals which of the following should be done FIRST?

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

Answer: C

NEW QUESTION 10
An enterprise considers implementing a system that uses a technology that is not in line with its IT strategy. The business case indicates significant benefit to the enterprise. Which of the following is the BEST way to manage this situation within an IT governance framework?

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

Answer: B

NEW QUESTION 15
Which of the following would be the BEST way to facilitate the successful adoption of a new technology across the enterprise?

A. Ensure the use of a business case
B. Review business goals.
C. Establish an IT balanced scorecard.
D. Highlight the risk the new technology will address.

Answer: A

NEW QUESTION 19
The MOST successful IT performance metrics are those that:

A. measure financial results.
B. measure all areas.
C. are approved by the stakeholders.
D. contain objective measures.

Answer: B

NEW QUESTION 24
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.

Answer: C

NEW QUESTION 25

An executive sponsor of a partially completed IT project has learned that the financial assumptions supporting the project have changed. Which of the following governance actions should be taken FIRST?

A. Schedule an interim project review.
B. Request a risk assessment.
C. Re-evaluate the project in the portfolio.
D. Request an update to the business case

Answer: A

NEW QUESTION 29
Which of the following is the MOST important consideration when developing a new IT service'?

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

Answer: A

NEW QUESTION 30
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.

Answer: C

NEW QUESTION 31
An enterprise has decided to execute a risk self-assessment to identify improvement opportunities for current IT services. Which of the following is MOST important to address in the assessment?

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

Answer: A

NEW QUESTION 34
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.

Answer: A

NEW QUESTION 39
A financial institution with a highly regarded reputation for protecting customer interests has recently
deployed a mobile payments program. Which of the following key risk indicators (KRIs) would be of MOST interest to the CIO?

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

Answer: D

NEW QUESTION 41
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

Answer: A

NEW QUESTION 46
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

Answer: C

NEW QUESTION 49
Which of the following is the MOST important input for the development of a human resources strategy to address IT skill gaps?

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

Answer: D

NEW QUESTION 54
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.

Answer: A

NEW QUESTION 56
Which of the following should be the PRIMARY governance objective for selecting key risk indicators (KRIs) related to legal and regulatory compliance?

A. Identifying the risk of noncompliance
B. Demonstrating sound risk management practices
C. Measuring IT alignment with enterprise risk management (ERM)
D. Ensuring the effectiveness of IT compliance controls

Answer: C

NEW QUESTION 58
A recent benchmarking analysis has indicated an IT organization is retaining more data and spending significantly more on data retention than its competitors. Which of the following would BEST ensure the optimization of retention costs?

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

Answer: B

NEW QUESTION 63
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.

Answer: D

NEW QUESTION 68
When developing a framework to implement IT governance, which of the following BEST contributes to the successful implementation?

A. Practical and enforceable policies
B. Automated compliance tracking
C. Comprehensive and timely audit reviews
D. Periodic peer reviews

Answer: A

NEW QUESTION 70
An enterprise has a large backlog of IT projects. The current strategy is to execute projects as they are submitted, but executive management does not believe this method is optimal. Which of the following is the MOST important action to address this concern?

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

D. Create a combined business/IT committee to determine project prioritization.

Answer: D

NEW QUESTION 73
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.

Answer: D

NEW QUESTION 75
The use of an enterprise architecture (EA) framework BEST supports IT governance by providing:

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

Answer: D

NEW QUESTION 78
Which of the following MOST effectively demonstrates operational readiness to address information security risk issues?

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

Answer: D

NEW QUESTION 80
Prior to setting IT objectives, an enterprise MUST have established its:

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

Answer: C

NEW QUESTION 81
A CIO must determine if IT staff have adequate skills to deliver on key strategic objectives. Which of the following will provide the MOST useful information?

A. Employee performance metrics
B. Project risk reports
C. Gap analysis results
D. Training program statistics

Answer: C

NEW QUESTION 83
Which of the following is the MOST effective way of assessing enterprise risk?

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

Answer: D

NEW QUESTION 85
What is the PRIMARY objective for performing an IT due diligence review prior to the acquisition of a competitor?

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

Answer: C

NEW QUESTION 90
A review of the effectiveness of IT governance within an enterprise has revealed that several innovation improvement initiatives are failing. An analysis shows a lack of stakeholder buy-in to the improvements. Implementing which of the following would have prevented this problem?

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

Answer: C

NEW QUESTION 95
Which of the following would provide the MOST useful information to understand the associated risks when implementing a new digital transformation strategy?

A. Risk policy
B. Risk framework
C. Risk heat map
D. Risk register

Answer: B

NEW QUESTION 96
Before establishing IT key nsk indicators (KRIs) 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)

Answer: C

NEW QUESTION 101
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

Answer: B

NEW QUESTION 102
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

Answer: C

NEW QUESTION 103
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

Answer: D

NEW QUESTION 104
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

Answer: A

NEW QUESTION 108
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

Answer: C

NEW QUESTION 110
A rail transport company has the worst on-time arrival record in the industry due to an antiquated IT system that controls scheduling. Despite employee resistance, an initiative lo upgrade the technology and related processes has been approved. To maximize employee engagement throughout the project, which of the following should be in place prior to the start of the initiative?

A. Procurement management plan
B. Organizational change management plan
C. Risk response plan
D. Resource management plan

Answer: B

NEW QUESTION 111
Enterprise leadership is concerned with the potential for discnmination against certain demographic groups resulting from the use of machine learning models What should be done FIRST to address this concern?

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

Answer: C

NEW QUESTION 116
Which of the following is MOST important to document for a business ethics program?

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

Answer: A

NEW QUESTION 118
Which of the following is the MOST appropriate mechanism for measuring overall IT organizational performance?

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

Answer: C

NEW QUESTION 120
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.

Answer: A

NEW QUESTION 121
A strategic IT-enabled investment is failing due to unforeseen technology problems. What should be the board of directors' FIRST course of action?

A. Terminate the investment.
B. Assess the business risk and options.
C. Approve an investment budget increase.
D. Revise the investment selection process.

Answer: B

NEW QUESTION 125
Which of the following would a CIO use to present the overall view of IT performance to the board of directors?

A. Balanced scorecard
B. Key risk indicators (KRIs)

C. Maturity model
D. Key performance indicators (KPIs)

Answer: A

NEW QUESTION 129
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).

Answer: A

NEW QUESTION 131
Following a re-prioritization of business objectives by management, which of the following should be performed FIRST to allocate resources to IT processes?

A. Perform a maturity assessment.
B. Implement a RACI model.
C. Refine the human resource management plan.
D. Update the IT strategy.

Answer: C

NEW QUESTION 133
Which of the following is the MOST important driver of IT governance?

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

Answer: B

NEW QUESTION 137
A company is considering selling products online, and the CIO has been asked to advise the board of directors of potential problems with this strategy. Which of the following is the CIO's BEST course of action?

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

Answer: D

NEW QUESTION 139
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.

Answer: B

NEW QUESTION 142
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.

Answer: C

NEW QUESTION 145
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.

Answer: A

NEW QUESTION 147
A board of directors is concerned that a major IT implementation has the potential to significantly disrupt enterprise operations. Which of the following would be MOST helpful in identifying the extent of the potential impact of the disruption?

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

Answer: C

NEW QUESTION 151
Which of the following should IT governance mandate before any transition of data from a legacy system to a new technology platform?

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

Answer: C

NEW QUESTION 154
A healthcare enterprise that is subject to strict compliance requirements has decided to outsource several key IT services to third-party providers. Which of the following would be the BEST way to assess compliance and avoid reputational damage?

A. Require quarterly reports from the providers demonstrating compliance.
B. Require documentation that the providers have adequate controls in place.
C. Exercise the right to perform an audit.
D. Impose monetary penalties for noncompliance.

Answer: C

NEW QUESTION 156
Which of the following is the BEST course of action to enable effective resource management?

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

Answer: B

NEW QUESTION 160
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

Answer: A

NEW QUESTION 161
An enterprise's executive team has recently released a new IT strategy and related objectives. Which of the following would be the MOST effective way for the CIO to ensure IT personnel are supporting the new strategy's objectives?

A. Measure progress towards IT objectives and communicate the results to IT staff.
B. Incorporate IT objectives into individual performance evaluations.
C. Develop communication materials to promote the new IT strategy and objectives.
D. Require IT managers to assign activities aligned to the IT objectives.

Answer: D

NEW QUESTION 162
An enterprise wants to address the human factors of social engineering risk within the organization. From a governance perspective, which of the following is the BEST way to mitigate this risk?

A. Distribute the social media information security policy to staff.
B. Mandate annual security awareness training.
C. Restrict access to social media.

D. Mandate security requirements be included in employee contracts.

Answer: B

NEW QUESTION 167
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

Answer: A

NEW QUESTION 171
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

Answer: A

NEW QUESTION 174
Which of the following methods is MOST likely to be used to assess plausible risk scenarios that could result in reputational risk to the enterprise?

A. Controls gap analysis
B. Qualitative analysis
C. Quantitative analysis
D. SWOT analysis

Answer: D

NEW QUESTION 178
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

Answer: D

NEW QUESTION 181
When implementing an IT governance framework, which of the following would BEST ensure acceptance of the framework?

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

Answer: A

NEW QUESTION 186
IT security is concerned with employees' increasing use of personal equipment for work-related purposes, while employees claim it allows them to be more productive. A decision on whether to modify the enterprise information security policy should be based on:

A. audit findings.
B. user access approval procedures.
C. the impact to security.
D. a risk and benefit evaluation.

Answer: D

NEW QUESTION 189
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

Answer: A

NEW QUESTION 193
From a governance perspective, the PRIMARY goal of an IT risk optimization process should be to ensure:

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

Answer: D

NEW QUESTION 197
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. Authenticating access to information assets based on roles or business rules.
B. Implementing multi-factor authentication controls
C. Granting access to information based on information architecture
D. Engaging an audit of logical access controls and related security policies

Answer: A

NEW QUESTION 201
Which of the following is MOST important for the effective design of an IT balanced scorecard?

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

Answer: D

NEW QUESTION 205
An enterprise learns that a new privacy regulation was recently published to protect customers in the event of a breach involving personally identifiable information (Pll). 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.

Answer: C

NEW QUESTION 206
Which of the following is the BEST indication that information security requirements are taken into consideration when developing IT processes?

A. The database is deployed in a distributed processing platform
B. The information architecture incorporates data classification
C. Customer profiles are stored with a domestic service provider
D. The integrity of sensitive information is periodically reviewed

Answer: B

NEW QUESTION 208
An IT director has become aware that a certain subset of data collected lawfully can be used to generate additional revenue. However, this particular use of the data is outside the original intention. What is the PRIMARY reason this situation should be escalated to the IT steering committee?

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

Answer: C

NEW QUESTION 212
Which of the following is MOST important for an enterprise to review when classifying information assets?

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

Answer: D

NEW QUESTION 213

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

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

Answer: A

NEW QUESTION 216
In a large enterprise, which of the following should be responsible for the implementation of an IT balanced scorecard?

A. Project management office
B. Chief information officer (CIO)
C. IT steering committee
D. Chief risk officer (CRO)

Answer: A

NEW QUESTION 218
A large organization with branches across many countries is in the midst of an enterprise resource planning (ERP) transformation. The IT organization receives news that the branches in a country where the impact to the enterprise is to be greatest are being sold. What should be the NEXT step?

A. Update the ERP business case and re-evaluate the ROI.
B. Cancel the ERP transformation and re-allocate project funds.
C. Adjust the ERP implementation plan and budget.
D. Continue with the ERP migration according to plan.

Answer: A

NEW QUESTION 221
To ensure IT risk is managed in a consistent manner, it is MOST important for IT governance to establish a:

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

Answer: B

NEW QUESTION 224
An IT steering committee is presented with an audit finding that new software applications are delivered on time but consistently have unacceptable levels of defects. Which of the following would be the BEST direction from the committee?

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

Answer: D

NEW QUESTION 227
Senior management wants to expand offshoring to include IT services as other types of business offshoring have already resulted in significant financial benefits for the enterprise. The CIO is currently midway through a successful five-year strategy that relies heavily on internal IT resources. What should the CIO do NEXT?

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

Answer: D

NEW QUESTION 232
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

Answer: B

NEW QUESTION 235

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.

Answer: B

NEW QUESTION 238
Which of the following is the PRIMARY element in sustaining an effective governance framework?

A. Identification of optimal business resources
B. Establishment of a performance metric system
C. Ranking of critical business risks
D. Assurance of the execution of business controls

Answer: B

NEW QUESTION 243
A manufacturing company has recently decided to outsource portions of its IT operations. Which of the following would BEST justify this decision?

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

Answer: D

NEW QUESTION 248
Which of the following is (he GREATEST benefit of using the life cycle approach to govern information assets'?

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

Answer: A

NEW QUESTION 252
When conducting a risk assessment in support of a new regulatory requirement, the IT risk committee should FIRST consider the:

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

Answer: C

NEW QUESTION 255
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

Answer: B

NEW QUESTION 258
The MAIN responsibility of the board of directors regarding the management of enterprise risk is to:

A. ensure a risk process exists which addresses the risk appetite.
B. sustain investment in staff training regarding IT risk.
C. promote a benefits-driven culture throughout the enterprise.
D. maintain awareness of IT risk to the business.

Answer: A

NEW QUESTION 261
A strategic systems project was implemented several months ago. Which of the following is the BEST reference for the IT steering committee as they evaluate its level of success?

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

Answer: A

NEW QUESTION 262
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.

Answer: D

NEW QUESTION 263
Which of the following is the PRIMARY consideration when developing an information asset management program?

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

Answer: A

NEW QUESTION 264
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

Answer: B

NEW QUESTION 269
An enterprise has committed to the implementation of a new IT governance model. The BEST way to begin this implementation is to:

A. identify IT services that currently support the enterprise's capability.
B. define policies for data, applications, and organization of infrastructure.
C. identify the role of IT in supporting the business.
D. prioritize how much and where to invest in IT.

Answer: B

NEW QUESTION 272
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

Answer: A

NEW QUESTION 275
A global enterprise is experiencing an economic downturn and is rapidly losing market share. IT senior management is reassessing the core activities of the business, including IT, and the associated resource implications. Management has decided to focus on its local market and to close international operations. A critical issue from a resource management perspective is to retain the most capable staff. This is BEST achieved by:

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

Answer: D

NEW QUESTION 279
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

Answer: A

NEW QUESTION 283
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

Answer: C

NEW QUESTION 284
An IT department has forwarded a request to the IT strategy committee for funding of a discretionary Investment. The committee's MOST important consideration should be to evaluate:

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

Answer: C

NEW QUESTION 287
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.

Answer: D

NEW QUESTION 289
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

Answer: A

NEW QUESTION 291
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.

Answer: B

NEW QUESTION 293
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.

Answer: C

NEW QUESTION 295
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

Answer: B

NEW QUESTION 298
Which of the following would be the MOST effective way to ensure IT capabilities are appropriately aligned with business requirements for specific business processes?

A. Establishing key performance indicators {KPIs)
B. Requiring Internal IT architecture and design reviews
C. Requiring architecture and design reviews with business process stakeholders
D. Issuing a management mandate that IT and business process stakeholders work together

Answer: D

NEW QUESTION 301
An enterprise has been focused on establishing an IT risk management framework. Which of the following should be the PRIMARY motivation behind this objective?

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

Answer: A

NEW QUESTION 304
Which of the following would be the BEST way to facilitate the adoption of strong IT governance practices throughout a multi-divisional enterprise?

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

Answer: D

NEW QUESTION 307
Which of the following is MOST important to consider when planning to implement a cloud-based application for sharing documents with internal and external parties?

A. Cloud implementation model
B. User experience
C. Information ownership
D. Third-party access rights

Answer: D

NEW QUESTION 312
Which of the following is the MOST important aspect of business ethics?

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

Answer: C

NEW QUESTION 314
The board of directors has mandated the use of geolocation software to track mobile assets assigned to employees who travel outside of their home country. To comply with this mandate, the IT steering committee should FIRST request

A. the inclusion of mandatory training for remote device users.
B. an architectural review to determine appropriate solution design.
C. an assessment to determine if data privacy protection is addressed.
D. an update to the acceptable use policy.

Answer: C

NEW QUESTION 319
The PRIMARY objective of building outcome measures is to:

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

Answer: A

NEW QUESTION 324
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)

Answer: D

NEW QUESTION 329
The PRIMARY reason for using quantitative criteria in developing business cases for IT projects is to:

A. improve the process of evaluating returns after implementation.
B. benchmark project success with similar enterprises.
C. learn lessons from errors made in past projects.
D. apply other corporate standards to the development project.

Answer: A

NEW QUESTION 332
Which of the following is MOST important when an IT-enabled business initiative involves multiple business functions?

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

Answer: D

NEW QUESTION 334
Individual business units within an enterprise have been designing their own IT solutions without consulting the IT department. From a governance perspective, what is the GREATEST issue associated with this situation?

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

Answer: D

NEW QUESTION 335
Which of the following is the MOST effective means for IT management to report to executive management regarding the value of IT?

A. IT process maturity level
B. Cost-benefit analysis
C. Resource assessment
D. Balanced scorecard

Answer: A

NEW QUESTION 339
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.

Answer: B

NEW QUESTION 343
The PRIMARY benefit of using an IT service catalog as part of the IT governance program is that it.

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

Answer: A

NEW QUESTION 347
An enterprise is implementing a new IT governance program. Which of the following is the BEST way to increase the likelihood of its success?

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

Answer: A

NEW QUESTION 352
The CEO of a large enterprise has announced me commencement of a major business expansion that will double the size of the organization. IT will need to support the expected demand expansion. What should the CIO do FIRST?

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

Answer: D

NEW QUESTION 357
Which of the following is the PRIMARY ongoing responsibility of the IT governance function related to risk?

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

Answer: C

NEW QUESTION 359
A newly hired CIO has been told the enterprise has an established IT governance process, but finds it is not being followed. To address this problem, the CIO should FIRST

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

Answer: A

NEW QUESTION 360
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.

Answer: B

NEW QUESTION 364
Which of the following is the MOST effective approach to ensure senior management sponsorship of IT risk management?

A. Benchmark risk framework against best practices.
B. Calculate financial impact for each IT risk finding.
C. Periodically review the IT risk register entries.
D. Integrate IT risk into enterprise risk management (ERM).

Answer: C

NEW QUESTION 366
A newly established IT steering committee is concerned whether a system is meeting availability objectives. Which of the following will provide the BEST information to make an assessment?

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

Answer: C

NEW QUESTION 369

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.

Answer: A

NEW QUESTION 371
Which of the following is the BEST way to maximize the value of an enterprise's information aseet base?

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

Answer: D

NEW QUESTION 372
Which of the following roles is accountable for the confidentiality integrity and availability of information within an enterprise?

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

Answer: B

NEW QUESTION 377
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

Answer: D

NEW QUESTION 381
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 CIO'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.

Answer: D

NEW QUESTION 385
Which of the following is the GREATEST benefit of using a quantitative nsk assessment method?

A. It uses resources more efficiently
B. It can be used to assess risks against non-tangible assets
C. It reduces subjectivity
D. It helps in prioritizing risk response action plans

Answer: C

NEW QUESTION 389
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

Answer: A

NEW QUESTION 393
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

Answer: C

NEW QUESTION 394

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

Answer: C

NEW QUESTION 395

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.

Answer: A

NEW QUESTION 400

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

Answer: A

NEW QUESTION 403

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.

Answer: B

NEW QUESTION 408

Due to the recent introduction of personal data protection regulations, an enterprise is required to maintain its employee data in production systems only for a limited time. Which of the following is MOST important to review?

A. Asset retention policies
B. Information retention policies
C. Data archival policies
D. Data backup and restoration policies

Answer: C

NEW QUESTION 410

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

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

Answer: B

NEW QUESTION 413

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.

Answer: B

NEW QUESTION 416
An IT audit report indicates that a lack of IT employee risk awareness is creating serious security issues in application design and configuration. Which of the following would be the BEST key risk indicator (KRI) to show progress in IT employee behavior?

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

Answer: B

NEW QUESTION 421
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)

Answer: A

NEW QUESTION 425
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

Answer: D

NEW QUESTION 427
Which of the following should be the FIRST step in planning an IT governance implementation?

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

Answer: D

NEW QUESTION 428
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.

Answer: A

NEW QUESTION 429
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)

Answer: D

NEW QUESTION 430
The IT department has determined that problems with a business report are due to quality issues within a set of data To whom should IT refer the matter for resolution?

A. Internal audit
B. Data architect
C. Business analyst
D. Data steward

Answer: D

NEW QUESTION 433
Which of the following would be MOST useful for prioritizing IT improvement initiatives to achieve desired business outcomes?

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

Answer: D

NEW QUESTION 437
Which of the following would be of MOST concern regarding the effectiveness of risk management processes?

A. Key risk indicators (KRIs) are not established.
B. Risk management requirements are not included in performance reviews.
C. The plans and procedures are not updated on an annual basis.
D. There is no framework to ensure effective reporting of risk events.

Answer: A

NEW QUESTION 442
Which of the following is the PRIMARY benefit of communicating the IT strategy across the enterprise?

A. On-time and on-budget delivery of strategic projects
B. Improvement in IT balanced scorecard performance
C. Optimization of IT investment in supporting business objectives
D. Reduced organizational resistance during strategy execution

Answer: D

NEW QUESTION 443
The CIO of a large enterprise has taken the necessary steps to align IT objectives with business objectives. What is the BEST way for the CIO to ensure these objectives are delivered effectively by IT staff?

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

Answer: B

NEW QUESTION 448
Which of the following has PRIMARY responsibility to define the requirements for IT service levels for the enterprise?

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

Answer: A

NEW QUESTION 451
Which of the following is the BEST way to ensure the continued usefulness of IT governance reports for stakeholders?

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

Answer: B

NEW QUESTION 452
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

Answer: D

NEW QUESTION 453
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.

Answer: D

NEW QUESTION 454
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.

Answer: B

NEW QUESTION 455
Which of the following is the BEST indication that enterprise value is being derived from IT?

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

Answer: D

NEW QUESTION 459
An enterprise wants to reduce the complexity of its data assets while ensuring impact to the business is minimized during the transition. Which of the following should be done FIRST?

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

Answer: C

NEW QUESTION 461
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

Answer: B

NEW QUESTION 462
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

Answer: B

NEW QUESTION 465
When developing an IT training plan, which of the following is the BEST way to ensure that resource skills requirements are identified?

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

Answer: C

NEW QUESTION 468
To develop appropriate measures to improve organizational performance, the measures MUST be:

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

Answer: B

NEW QUESTION 472
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.

Answer: C

NEW QUESTION 474
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.

Answer: C

NEW QUESTION 477
Which of the following would be the BEST way for an IT steering committee to monitor the adoption of a new enterprise IT strategy?

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

Answer: A

NEW QUESTION 479
Which of the following should be the MOST important consideration when defining an information architecture?

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

Answer: D

NEW QUESTION 482
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.

Answer: C

NEW QUESTION 483
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

Answer: C

NEW QUESTION 485
A newly established IT steering committee is concerned whether a system is meeting availability objectives. Which of the following will provide the BEST

information to make an assessment?

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

Answer: B

NEW QUESTION 488
A chief technology officer (CTO) wants to ensure IT governance practices adequately address risk management specific to mobile applications. To create the appropriate risk policies for IT, it is MOST important for the CTO to:

A. understand the enterprise's risk tolerance.
B. create an IT risk scorecard.
C. map the business goals to IT risk processes.
D. identify the mobile technical requirements.

Answer: A

NEW QUESTION 491
An enterprise is evaluating a Software as a Service (SaaS) solution to support a core business process. There is no outsourcing governance or vendor management in place. What should be the CEO's FIRST course of action?

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

Answer: A

NEW QUESTION 494
An enterprise is considering outsourcing non-core IT processes Which of the following should be the FIRST step?

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

Answer: B

NEW QUESTION 496
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

Answer: A

NEW QUESTION 501
Which of the following should be done FIRST when concerns have been identified regarding the financial viability of a potential software supplier?

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

Answer: A

NEW QUESTION 502
Which of the following BEST facilitates governance oversight of data protection measures?

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

Answer: B

NEW QUESTION 504
Which of the following is the MOST important, characteristic of a well-defined information architecture?

A. It addresses key stakeholder requirements.

B. It ensures compliance with regulations.
C. It enables achievement of service level agreements (SLAs).
D. It supports IT strategic goals.

Answer: B

NEW QUESTION 505
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.

Answer: B

NEW QUESTION 506
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.

Answer: D

NEW QUESTION 509
Which of the following activities MUST be completed before developing an IT strategic plan?

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

Answer: A

NEW QUESTION 514
Which of the following would provide the BEST input for prioritizing strategic IT improvement initiatives?

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

Answer: D

NEW QUESTION 516
Which of the following is the BEST approach to assist an enterprise in planning for iT-enabled investments'?

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

Answer: A

NEW QUESTION 517
The responsibility for the development of a business continuity plan (BCP) is BEST assigned to the:

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

Answer: A

NEW QUESTION 518
The BEST way to manage an outsourced vendor relationship is by:

A. conducting periodic risk assessments.
B. reviewing annual independent third-party reports.
C. providing clear objectives and transparency.
D. analyzing performance statistics from the vendor.

Answer: D

NEW QUESTION 521

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

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

Answer: A

NEW QUESTION 524

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.

Answer: A

NEW QUESTION 526
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