

Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

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NEW QUESTION 1

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

Answer: A

NEW QUESTION 2

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 3

Who is PRIMARILY accountable for delivering the benefits of an IT-enabled investment program to the enterprise?

- A. Program manager
- B. IT steering committee chair
- C. CIO
- D. Business sponsor

Answer: D

NEW QUESTION 4

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

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

Answer: C

NEW QUESTION 5

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 6

Two large financial institutions with different corporate cultures are engaged in a merger. From a governance perspective, which of the following should be the GREATEST concern?

- A. Technology infrastructure
- B. Risk appetite
- C. Combined cost of operations
- D. Enterprise architecture (EA) integration

Answer: D

NEW QUESTION 7

Which of the following is the BEST justification for a procurement manager to agree to purchase IT equipment from a specific vendor during a sales promotion?

- A. The IT benefit surpasses the business benefit from the purchase.
- B. The equipment adds value to the enterprise.
- C. The business profit surpasses the IT cost for the equipment.
- D. The product is offered at the lowest price.

Answer: C

NEW QUESTION 8

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.

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 14

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 23

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.

Answer: A

NEW QUESTION 27

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 33

A global financial institution has decided to integrate data from branch locations into a common database to address regulatory reporting requirements. Analysis of data flows and the full data life cycle should be conducted at which level?

- A. Transaction level
- B. Enterprise level
- C. Branch level
- D. Department level

Answer: A

NEW QUESTION 37

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 41

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 44

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

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

Answer: A

NEW QUESTION 48

An IT value delivery framework PRIMARILY helps an enterprise

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

Answer: D

NEW QUESTION 53

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

Answer: C

NEW QUESTION 56

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

Answer: B

NEW QUESTION 61

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

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

Answer: A

NEW QUESTION 64

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

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

Answer: D

NEW QUESTION 67

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

Answer: C

NEW QUESTION 72

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

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

Answer: C

NEW QUESTION 75

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

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

Answer: C

NEW QUESTION 77

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 80

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

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

Answer: C

NEW QUESTION 81

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 83

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

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

Answer: D

NEW QUESTION 88

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

Answer: C

NEW QUESTION 89

To generate value for the enterprise, it is MOST important that IT investments are:

- A. aligned with the IT strategic objectives.
- B. approved by the CFO.
- C. consistent with the enterprise's business objectives.
- D. included in the balanced scorecard.

Answer: C

NEW QUESTION 91

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

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

Answer: C

NEW QUESTION 94

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 95

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

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

Answer: D

NEW QUESTION 97

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 99

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 103

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

Answer: B

NEW QUESTION 107

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

Answer: C

NEW QUESTION 111

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

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

Answer: D

NEW QUESTION 116

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)

Answer: C

NEW QUESTION 118

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 122

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 125

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 to 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 127

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

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

Answer: D

NEW QUESTION 129

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)

Answer: C

NEW QUESTION 133

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.

Answer: A

NEW QUESTION 134

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. Identify 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.

Answer: D

NEW QUESTION 135

The PRIMARY objective of promoting business ethics within the IT enterprise should be to ensure:

- A. trust among internal and external stakeholders.
- B. employees act more responsibly.
- C. corporate social responsibility.
- D. legal and regulatory compliance.

Answer: A

NEW QUESTION 140

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 141

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 144

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

Answer: C

NEW QUESTION 147

The PRIMARY benefit of integrating IT resource planning into enterprise strategic planning is that it enables the enterprise to:

- A. allocate resources efficiently to achieve desired goals.
- B. adjust business goals depending upon resource availability.
- C. prioritize resource allocation based on sourcing strategy.
- D. develop tactical plans to achieve resource optimization.

Answer: A

NEW QUESTION 150

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

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

Answer: B

NEW QUESTION 154

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

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

Answer: C

NEW QUESTION 156

The MOST important aspect of an IT governance framework to ensure that IT supports repeatable business processes is:

- A. earned value management.
- B. quality management,.
- C. resource management.
- D. risk management

Answer: A

NEW QUESTION 158

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 163

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

- A. Inconsistent customer service and reporting
- B. Loss of data confidentiality
- C. Lack of network availability
- D. Inadequate business continuity planning

Answer: B

NEW QUESTION 168

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

Answer: A

NEW QUESTION 169

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 173

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 177

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 178

An enterprise wishes to establish key risk indicators (KRIs) in an effort to better manage IT risk. Which of the following should be identified FIRST?

- A. Risk mitigation strategies
- B. Enterprise architecture (EA) components
- C. The enterprise risk appetite
- D. Key performance metrics

Answer: C

NEW QUESTION 180

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

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

Answer: D

NEW QUESTION 185

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 186

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

Answer: C

NEW QUESTION 188

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

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

Answer: C

NEW QUESTION 192

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 194

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 196

When developing a business case for an enterprise resource planning (ERP) implementation, which of the following, if overlooked, causes the GREATEST impact to the enterprise?

- A. Vendor selection
- B. Salvage value of legacy hardware

- C. Interdependent systems
- D. IT best practices

Answer: C

NEW QUESTION 199

An enterprise has a zero-tolerance policy regarding security. This policy is causing a large number of email attachments to be blocked and is a disruption to enterprise. Which of the following should be the FIRST governance step to address this email issue?

- A. Direct the development of an email usage policy.
- B. Obtain senior management input based on identified risk.
- C. Recommend business sign-off on the zero-tolerance policy.
- D. Introduce an exception process.

Answer: B

NEW QUESTION 201

Which of the following is the BEST method for determining an enterprise's current appetite for risk?

- A. Interviewing senior management
- B. Evaluating the balanced scorecard
- C. Reviewing recent audit findings
- D. Assessing social media adoption

Answer: A

NEW QUESTION 204

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 207

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 208

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 211

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 213

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

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

D. Commitment from senior management

Answer: D

NEW QUESTION 214

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 219

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

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

Answer: C

NEW QUESTION 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

Answer: C

NEW QUESTION 222

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

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

Answer: B

NEW QUESTION 224

Which of the following provides the BEST assurance on the effectiveness of IT service management processes?

- A. Performance of incident response
- B. Continuous monitoring
- C. Key risk indicators (KRIs)
- D. Compliance with internal controls

Answer: A

NEW QUESTION 229

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

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

Answer: A

NEW QUESTION 231

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 234

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

Answer: C

NEW QUESTION 239

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 244

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

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

Answer: D

NEW QUESTION 245

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

Answer: A

NEW QUESTION 246

Which of the following should be management's GREATEST consideration when trying to optimize the use of benefits from IT?

- A. Value delivery
- B. Quality management
- C. Process improvement
- D. Alignment of business to IT

Answer: A

NEW QUESTION 251

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 254

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

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

Answer: D

NEW QUESTION 256

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 259

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 263

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 265

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

Answer: D

NEW QUESTION 267

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

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

Answer: D

NEW QUESTION 270

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 275

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.

Answer: D

NEW QUESTION 278

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

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

Answer: D

NEW QUESTION 283

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.

Answer: C

NEW QUESTION 285

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 289

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 290

Which of the following is the MOST important reason for selecting IT key risk indicators (KRIs)?

- A. Demonstrating the effectiveness of IT risk policies
- B. Assessing the current IT controls model
- C. Enabling comparison against similar IT KRIs
- D. Increasing the probability of achieving IT goals

Answer: A

NEW QUESTION 294

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

Answer: D

NEW QUESTION 295

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 300

An enterprise's CIO requires all IT processes within the enterprise to be clearly defined. Which of the following would be the MOST immediate outcome?

- A. Performance
- B. Repeatability

- C. Scalability
- D. Optimization

Answer: A

NEW QUESTION 304

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 305

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

Answer: B

NEW QUESTION 310

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.

Answer: A

NEW QUESTION 313

An enterprise has learned of a new regulation that may impact delivery of one of its core technology services. Which of the following should be 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 317

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

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

Answer: D

NEW QUESTION 322

The BEST way to decide how to prioritize issues identified in an IT risk and control self-assessment (CSA) is to understand the risk and:

- A. impact to the enterprise.
- B. criticality of IT services affected.
- C. number of IT systems affected.
- D. funds required for remediation.

Answer: A

NEW QUESTION 323

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.

Answer: C

NEW QUESTION 326

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 330

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 334

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 338

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 342

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

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

Answer: B

NEW QUESTION 347

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 350

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

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

Answer: C

NEW QUESTION 352

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.

Answer: D

NEW QUESTION 354

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

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

Answer: C

NEW QUESTION 357

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 361

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

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

Answer: B

NEW QUESTION 363

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

Answer: D

NEW QUESTION 365

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 369

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 373

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.

Answer: A

NEW QUESTION 376

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 379

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

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

Answer: D

NEW QUESTION 380

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.

Answer: A

NEW QUESTION 382

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

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

Answer: D

NEW QUESTION 384

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

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

Answer: D

NEW QUESTION 388

An analysis of an organization's security breach is complete. The results indicate that the quality of the code used for updates to its primary customer-facing software has been declining and security flaws were introduced. The FIRST IT governance action to correct this problem should be to review:

- A. compliance with the user testing process.
- B. the change management control framework.
- C. the qualifications of developers to write secure code.
- D. the incident response plan.

Answer: B

NEW QUESTION 389

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

Answer: B

NEW QUESTION 393

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

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

Answer: B

NEW QUESTION 395

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

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

Answer: D

NEW QUESTION 398

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 403

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 404

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 405

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 409

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 410

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

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

Answer: C

NEW QUESTION 414

An enterprise has performed a business impact analysis (BIA) considering a number of risk scenarios Which of the following should the enterprise 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 416

Which of the following is the BEST way for a CIO to secure support for a strategy to achieve long-term IT objectives?

- A. Make the necessary strategic decisions and notify staff accordingly.
- B. Develop tactics to implement the strategy and share with stakeholders.
- C. Develop a communication plan for distribution of information to staff.
- D. Meet with stakeholders to explain the strategy and incorporate feedback.

Answer: D

NEW QUESTION 417

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 421

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 425

An enterprise's board of directors can BEST manage enterprise risk by:

- A. mandating board-approved enterprise risk management (ERM) modifications.
- B. requiring the establishment of an enterprise risk management (ERM) framework.
- C. requiring the establishment of an enterprise-wide program management office.
- D. ensuring the cost-effectiveness of the internal control system.

Answer: B

NEW QUESTION 429

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 432

Which of the following are PRIMARY factors in ensuring the success of an enterprise quality assurance program?

- A. Enterprise risk appetite and tolerance
- B. Risk management and control frameworks
- C. Continuous improvement plans
- D. A process maturity framework and documented procedures

Answer: C

NEW QUESTION 433

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

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

Answer: D

NEW QUESTION 436

An enterprise will be adopting wearable technology to improve business performance. Which of the following would be the BEST way for the CIO to validate IP's preparedness for this initiative?

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

Answer: C

NEW QUESTION 440

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 441

The BEST way to ensure an IT steering committee meets enterprise objectives is to:

- A. require a member of the committee to have IT governance expertise.
- B. benchmark against industry best practices.
- C. establish key performance indicators (KPIs).
- D. have key business stakeholders represented on the committee.

Answer: D

NEW QUESTION 442

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 444

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

- A. Vision statement

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

Answer: C

NEW QUESTION 447

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 448

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 453

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.

Answer: A

NEW QUESTION 457

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)

Answer: A

NEW QUESTION 461

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

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

Answer: C

NEW QUESTION 463

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

Answer: C

NEW QUESTION 465

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 467

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

Answer: A

NEW QUESTION 472

The PRIMARY reason for periodically evaluating IT resource staffing requirements is to:

- A. ascertain the IT function has sufficient skilled staff to maintain daily operations.
- B. ensure the enterprise has sufficient resources to address changing business and IT needs.
- C. verify that human resource recruitment and retention processes meet enterprise IT objectives.
- D. confirm IT-related responsibilities are defined for the enterprise's business and IT staff.

Answer: B

NEW QUESTION 474

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.

Answer: D

NEW QUESTION 475

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

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

Answer: B

NEW QUESTION 477

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 482

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 486

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 487

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 488

Which of the following BEST supports an enterprise's ability to comply with privacy laws and regulations?

- A. Complete inventory of enterprise data
- B. Implementation of a breach notification process
- C. Accurate classification of enterprise data
- D. Robust enterprise policy related to data retention

Answer: C

NEW QUESTION 489

A CEO is concerned that IT costs have significantly exceeded budget without resulting benefits. The root causes are an overlap of IT projects and a lack of alignment with business demands. Which of the following would BEST enable remediation of this situation?

- A. Require IT business cases be approved by the board of directors.
- B. Assign a set of key risk indicators (KRIs) to each new IT project.
- C. Conduct a performance assessment of IT projects.
- D. Implement an IT portfolio management policy.

Answer: A

NEW QUESTION 490

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.

Answer: C

NEW QUESTION 491

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

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

Answer: D

NEW QUESTION 494

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

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

Answer: C

NEW QUESTION 495

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 499

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 501

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 505

A new CIO has been charged with updating the IT governance structure. Which of the following is the MOST important consideration to effectively influence organizational and process change?

- A. Obtaining guidance from consultants
- B. Aligning IT services to business processes
- C. Redefining the IT risk appetite
- D. Ensuring the commitment of stakeholders

Answer: D

NEW QUESTION 508

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

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

Answer: C

NEW QUESTION 510

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 514

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 517

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

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

Answer: A

NEW QUESTION 519

Which of the following is the BEST way to address an IT audit finding that many enterprise application updates lack appropriate documentation?

- A. Enforce change control procedures.
- B. Conduct software quality audits
- C. Review the application development life cycle.
- D. Add change control to the risk register.

Answer: B

NEW QUESTION 520

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.

Answer: C

NEW QUESTION 524

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 526

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 530

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 533

A CIO has been asked to modify an organization's IT performance measurement system to reflect recent changes in technology, including the movement of some data processing to a cloud solution. Which of the following is the PRIMARY consideration when designing such a measurement system?

- A. Ensuring that cost of measurement and reporting is minimized
- B. Ensuring the measurement system maps to the enterprise architecture (EA)
- C. Adequately defining the scope of services moved to the cloud
- D. Correctly understanding stakeholder needs for IT-related measurement

Answer: D

NEW QUESTION 535

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 540

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

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

Answer: D

NEW QUESTION 541

An enterprise has developed a new digital strategy to improve fraud detection. Which of the following is MOST important to consider when updating the information architecture?

- A. Resource constraints related to implementing the digital strategy.
- B. The business use cases supporting the digital strategy
- C. Changes to the legacy business and data architectures
- D. The history of fraud incidents and their root causes

Answer: D

NEW QUESTION 544

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 546

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