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Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

NEW QUESTION 1

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 2

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 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

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 5

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 6

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 7

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 8

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 9

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 10

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 10

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 12

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

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

Answer: B

NEW QUESTION 16

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 21

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 24

An enterprise is developing several consumer-based services using emerging technologies involving sensitive personal data. The CIO is under pressure to ensure

the enterprise is first to market, but security scan results have not been adequately addressed. Reviewing which of the following will enable the CIO to make the BEST decision for the customers?

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

Answer: B

NEW QUESTION 25

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 29

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 30

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

- A. implement knowledge management practices
- B. Establish a mentoring program for IT staff
- C. Determine key risk indicators (KRIs)
- D. Retain key staff as consultants.

Answer: A

NEW QUESTION 33

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

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

Answer: A

NEW QUESTION 37

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

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

Answer: D

NEW QUESTION 41

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 46

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 48

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 49

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 53

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 55

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 60

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 62

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 67

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

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

Answer: B

NEW QUESTION 71

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 72

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

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

Answer: C

NEW QUESTION 75

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 79

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 83

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

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

Answer: D

NEW QUESTION 87

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 89

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 90

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

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

Answer: C

NEW QUESTION 94

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 96

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

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

Answer: B

NEW QUESTION 101

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 106

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

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

Answer: C

NEW QUESTION 109

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

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

Answer: D

NEW QUESTION 114

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 118

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

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

Answer: B

NEW QUESTION 123

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 127

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

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

Answer: C

NEW QUESTION 132

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

- A. Implement controls to block the installation of unapproved applications.
- B. Educate the executive team about the risk associated with shadow IT applications.
- C. Provide training to the help desk to identify shadow IT applications.
- D. Review and update the application implementation process.

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 138

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

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

Answer: A

NEW QUESTION 140

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 142

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 144

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 148

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 149

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 153

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 156

Establishing a uniform definition for likelihood and impact through risk management standards PRIMARILY addresses which of the following concerns?

- A. Inconsistent categories of vulnerabilities
- B. Conflicting interpretations of risk levels
- C. Inconsistent data classification
- D. Lack of strategic IT alignment

Answer: B

NEW QUESTION 160

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 163

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 167

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 172

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 177

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 181

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

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

Answer: B

NEW QUESTION 186

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 189

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 192

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

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

Answer: B

NEW QUESTION 196

A marketing enterprise is considering procuring customer information to more accurately target customer communications and increase sales. The data has a very

high cost to the enterprise. Which of the following would provide the MOST comprehensive view into the potential value to the organization?

- A. Investment services board review
- B. Net present value (NPV) calculation
- C. Risk assessment results
- D. Cost-benefit analysis results

Answer: B

NEW QUESTION 198

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

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

Answer: A

NEW QUESTION 199

An IT steering committee wants the enterprise's mobile workforce to use cloud-based file storage to save non-sensitive corporate data, removing the need for remote access to that information. Before this change is implemented, what should be included in the data management policy?

- A. A mandate for periodic employee training on how to classify corporate data files
- B. A mandate for the encryption of all corporate data files at rest that contain sensitive data
- C. A process for blocking access to cloud-based apps if inappropriate content is discovered
- D. A requirement to scan approved cloud-based apps for inappropriate content

Answer: A

NEW QUESTION 203

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 204

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 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 209

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 210

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 215

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

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 221

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 226

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

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

Answer: D

NEW QUESTION 228

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 229

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

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

Answer: B

NEW QUESTION 233

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 236

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 238

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 239

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 244

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 247

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 251

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 255

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 257

IT maturity models measure:

- A. performance.
- B. value.
- C. capabilities.
- D. outcome.

Answer: C

NEW QUESTION 262

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

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

Answer: D

NEW QUESTION 265

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

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

Answer: A

NEW QUESTION 267

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 268

Best practice states that IT governance MUST:

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

Answer: D

NEW QUESTION 269

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

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

Answer: C

NEW QUESTION 270

The CIO in a large enterprise is seeking assurance that significant IT risk is being proactively monitored and does not exceed agreed risk tolerance levels. The BEST way to provide this ongoing assurance is to require the development of:

- A. an IT risk appetite statement.
- B. a risk management policy.
- C. key risk indicators (KRIs).
- D. a risk register.

Answer: C

NEW QUESTION 272

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 273

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 276

An enterprise's service center is experiencing long delays in fulfilling IT service requests and very low customer satisfaction. The BEST way to determine if staff competency is the root cause of these performance problems is to compare required staff competencies with:

- A. certification requirements.
- B. current skills inventory.
- C. training program completions.
- D. hiring and staffing practices.

Answer: B

NEW QUESTION 280

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 282

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 286

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 288

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 290

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 293

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 295

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 300

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 302

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 304

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 309

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 311

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

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

Answer: C

NEW QUESTION 316

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

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

Answer: C

NEW QUESTION 319

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 323

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 325

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 329

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

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

Answer: D

NEW QUESTION 331

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 336

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

- A. Business impact analysis (BIA) results
- B. Regulatory requirements
- C. Sustainability costs to the enterprise
- D. Potential implementation barriers

Answer: B

NEW QUESTION 340

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 341

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 344

A large enterprise has decided to use an emerging technology that needs to be integrated with the current IT infrastructure. Which of the following is the BEST way to prevent adverse effects to the enterprise resulting from the new technology?

- A. Develop key performance indicators (KPIs).
- B. Update the risk appetite statement
- C. Develop key risk indicators (KRIs).
- D. Implement service level agreements (SLAs)

Answer: C

NEW QUESTION 349

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 351

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 355

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

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

Answer: A

NEW QUESTION 360

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 ail information assets
- C. Regularly purge information assets to minimize maintenance costs
- D. Implement an automated information management platform

Answer: D

NEW QUESTION 365

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 370

In a large enterprise, which of The following is the MOST effective way to understand the business activities associated with the enterprise's information architecture?

- A. Reviewing IT design with business process managers
- B. Reviewing business strategy with senior management
- C. Mapping business processes within a framework
- D. Aligning business objectives to organizational strategy

Answer: A

NEW QUESTION 371

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 376

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

- A. Business staff report identified IT risks.
- B. IT risks are communicated to the business.
- C. IT risk-related policies are published.
- D. The IT infrastructure is resilient.

Answer: A

NEW QUESTION 378

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

- A. A high percentage of business owners involved with the approval of the IT strategic plan
- B. A high percentage of IT systems complying with corporate information security standards
- C. A high percentage of IT projects delivered on time and on budget
- D. A high percentage of IT investments delivering expected benefits

Answer: D

NEW QUESTION 382

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 387

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 392

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

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

Answer: B

NEW QUESTION 394

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 398

When evaluating benefits realization of IT process performance, the analysis MUST be based on;

- A. key business objectives.
- B. industry standard key performance indicators (KPIs).
- C. portfolio prioritization criteria.
- D. IT risk policies.

Answer: A

NEW QUESTION 401

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

- A. Resource management plan
- B. RACI chart
- C. Risk management plan
- D. Risk register

Answer: D

NEW QUESTION 405

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

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

Answer: B

NEW QUESTION 407

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

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

Answer: C

NEW QUESTION 411

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

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

Answer: D

NEW QUESTION 412

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 413

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 416

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

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

Answer: C

NEW QUESTION 420

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 423

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 426

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

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

Answer: D

NEW QUESTION 429

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 433

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 438

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 441

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 443

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 446

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 449

Which of the following is the BEST IT architecture concept to ensure consistency, interoperability, and agility for infrastructure capabilities?

- A. Establishment of an IT steering committee
- B. Standards-based reference architecture and design specifications
- C. Establishment of standard vendor and technology designations
- D. Design of policies and procedures

Answer: A

NEW QUESTION 450

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 455

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

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

Answer: A

NEW QUESTION 458

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

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

Answer: D

NEW QUESTION 461

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 464

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 468

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 472

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 473

To minimize the potential mishandling of customer personal information in a system located in a country with strict privacy regulations which of the following is the BEST action to take?

- A. Update the information architecture
- B. Revise the IT strategic plan
- C. Implement data loss prevention (DLP)
- D. Establish new IT key risk indicators (KRIs)

Answer: A

NEW QUESTION 478

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 483

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 486

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 487

The PRIMARY reason for implementing an IT governance program in an enterprise is to

- A. balance the demand for information and the ability to deliver.
- B. comply with regulatory requirements
- C. reduce risks due to improved compensating controls.
- D. decrease the scale of investment in information systems due to budgetary controls.

Answer: A

NEW QUESTION 492

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 497

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

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

Answer: B

NEW QUESTION 501

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 506

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 509

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

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

Answer: C

NEW QUESTION 510

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 513

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 514

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 518

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 519

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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