

# Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

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#### NEW QUESTION 1

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

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

**Answer: C**

#### NEW QUESTION 2

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

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

**Answer: C**

#### NEW QUESTION 3

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 4

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

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

**Answer: A**

#### NEW QUESTION 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

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

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

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

**Answer: A**

#### NEW QUESTION 8

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 9

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 10

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 10

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

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

**Answer:** A

#### NEW QUESTION 13

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 14

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

- A. IT performance metrics are defined in the balanced scorecard.
- B. Benefits of IT governance are realized throughout the organization.
- C. There is awareness of IT metrics throughout the organization.
- D. IT governance defines how IT projects should be assessed.

**Answer:** A

#### NEW QUESTION 17

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 21

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

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

Answer: B

**NEW QUESTION 23**

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 28**

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

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

Answer: D

**NEW QUESTION 33**

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 34**

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

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

Answer: A

**NEW QUESTION 35**

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 38**

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 42**

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 46**

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

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

**Answer: B**

**NEW QUESTION 49**

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 53**

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 55**

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 56**

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 60**

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

- A. Cost management
- B. IT strategic sourcing
- C. Standardization
- D. Business agility

**Answer: C**

**NEW QUESTION 65**

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 66**

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 71**

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

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

**Answer: D**

**NEW QUESTION 74**

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

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

**Answer: C**

**NEW QUESTION 76**

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 81**

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

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

**Answer: C**

**NEW QUESTION 85**

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 88**

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 90**

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 94**

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

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

**Answer: A**

**NEW QUESTION 99**

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 100**

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 104**

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

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

**Answer: A**

**NEW QUESTION 105**

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 108**

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 111**

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

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

**Answer: D**

**NEW QUESTION 114**

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 119**

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 123**

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 124**

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 127**

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

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

**Answer: B**

**NEW QUESTION 129**

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

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

**Answer: B**

**NEW QUESTION 130**

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 133**

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

- A. IT service delivery roles and responsibilities
- B. Compliance with applicable legislation
- C. Likelihood of natural disasters
- D. The cloud service provider's reputation

**Answer:** B

#### NEW QUESTION 137

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 138

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 142

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

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

**Answer:** C

#### NEW QUESTION 146

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 148

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

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

**Answer:** B

#### NEW QUESTION 152

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 157

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

- A. Share concerns with the legal department.
- B. Request a meeting with the board.
- C. Engage an independent cost-benefit analysis.

D. Request an internal audit review of the board's decision.

**Answer: B**

**NEW QUESTION 161**

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 162**

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

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

**Answer: C**

**NEW QUESTION 165**

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 167**

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 172**

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

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

**Answer: B**

**NEW QUESTION 177**

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

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

**Answer: C**

**NEW QUESTION 179**

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

- A. Conduct an enterprise risk assessment.
- B. Implement a cross-training program.

- C. Assign resources based on business priorities.
- D. Assign resources based on risk appetite.

**Answer: B**

**NEW QUESTION 180**

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 185**

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

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

**Answer: C**

**NEW QUESTION 188**

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

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

**Answer: D**

**NEW QUESTION 191**

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

- A. Distribute the social media information security policy to staff.
- B. Mandate annual security awareness training.
- C. Restrict access to social media.
- D. Mandate security requirements be included in employee contracts.

**Answer: B**

**NEW QUESTION 193**

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**

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 199**

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

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

D. Quality of services is not enforceable.

**Answer:** D

**NEW QUESTION 203**

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 204**

Which of the following is the BEST method to monitor IT governance effectiveness?

- A. Service level management
- B. Balanced scorecard
- C. Risk control self-assessment (CSA)
- D. SWOT analysis

**Answer:** B

**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 212**

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 217**

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 219**

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 221**

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 223**

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

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

Answer: B

**NEW QUESTION 228**

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 229**

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

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

Answer: A

**NEW QUESTION 232**

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 237**

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 239**

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

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

Answer: B

**NEW QUESTION 242**

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 246**

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 249**

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 250**

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 254**

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 255**

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 260**

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 263**

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

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

**Answer: D**

**NEW QUESTION 266**

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 271

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

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

**Answer:** B

#### NEW QUESTION 273

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 276

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

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

**Answer:** C

#### NEW QUESTION 279

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 281

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 283

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

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

**Answer:** D

#### NEW QUESTION 286

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 291**

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

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

Answer: B

**NEW QUESTION 296**

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 300**

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

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

Answer: A

**NEW QUESTION 302**

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

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

Answer: A

**NEW QUESTION 307**

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 308**

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 310**

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

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

Answer: B

#### NEW QUESTION 315

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 317

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 319

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 320

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

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

**Answer: A**

#### NEW QUESTION 325

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

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

**Answer: D**

#### NEW QUESTION 330

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

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

**Answer: A**

#### NEW QUESTION 335

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 336**

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 341**

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 343**

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 345**

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

- A. Criticality of the information
- B. Ensuring that the enterprise architecture (EA) is updated
- C. Data ownership
- D. The balance between business benefits and risk

**Answer: A**

**NEW QUESTION 348**

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 353**

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

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

**Answer: C**

**NEW QUESTION 356**

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

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

**Answer: B**

**NEW QUESTION 359**

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 360**

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 363**

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 368**

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 373**

Which of the following would be the PRIMARY impact on IT governance when a business strategy is changed?

- A. Performance outcomes of IT objectives
- B. IT governance structure
- C. Maturity level of IT processes
- D. Relationship level with IT outsourcers

**Answer:** A

**NEW QUESTION 378**

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 379**

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 384**

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 386**

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 389**

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 391**

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 395**

An enterprise has launched a series of critical new IT initiatives that are expected to produce substantial value Which of the following would BEST provide the board with an indication of progress of the IT initiatives?

- A. Portfolio management review
- B. Full life cycle cost-benefit analysis
- C. Demonstration of prototype and user testing
- D. Critical risk and issue walk-through

**Answer:** A

**NEW QUESTION 400**

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 404**

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

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

**Answer:** A

**NEW QUESTION 406**

An enterprise has had the same IT governance framework in place for several years. Currently, large and small capital projects go through the same architectural governance reviews. Despite repeated requests to streamline the review process for small capital projects, business units have received no response from IT. The business units have recently escalated this issue to the newly appointed GO. Which of the following should be done FIRST to begin addressing business needs?

- A. Create a central repository for the business to submit requests.
- B. Explain the importance of the IT governance framework.
- C. Assess the impact of the proposed change.
- D. Assign a project team to implement necessary changes.

**Answer: C**

**NEW QUESTION 410**

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 413**

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 417**

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 422**

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

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

**Answer: D**

**NEW QUESTION 427**

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

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

**Answer: A**

**NEW QUESTION 431**

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

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

**Answer: B**

**NEW QUESTION 434**

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 437**

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 441**

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

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

**Answer:** A

**NEW QUESTION 442**

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 443**

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 445**

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 448**

An enterprise has decided to create its first mobile application. The IT director is concerned about the potential impact of this initiative. Which of the following is the MOST important input for managing the risk associated with this initiative?

- A. Enterprise architecture (EA)
- B. IT risk scorecard
- C. Enterprise risk appetite
- D. Business requirements

**Answer:** C

**NEW QUESTION 450**

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 451**

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 452**

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

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

**Answer:** A

**NEW QUESTION 454**

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 457**

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 459**

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 461**

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 466**

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 468**

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 473**

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 475**

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 478**

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

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

**Answer:** D

**NEW QUESTION 481**

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 482**

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 485**

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 486**

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 489**

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 491**

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 495**

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 498**

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

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

**Answer:** D

**NEW QUESTION 503**

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 504**

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

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

Answer: B

**NEW QUESTION 509**

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 513**

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

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

Answer: A

**NEW QUESTION 515**

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 519**

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 522**

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 526**

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 527**

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 532**

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 535**

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

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

**Answer: C**

**NEW QUESTION 540**

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

- A. There is a lack of accurate and reliable past and present risk data.
- B. The risk assessment needs to be completed in a short period of time.
- C. The objectivity of the risk assessment is of primary importance.
- D. The risk assessment is needed for an IT project business case.

**Answer: C**

**NEW QUESTION 542**

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 546**

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 547**

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 552**

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 554**

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 557

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 562

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 567

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

- A. It addresses key stakeholder requirements.
- B. It ensures compliance with regulations.
- C. It enables achievement of service level agreements (SLAs).
- D. It supports IT strategic goals.

**Answer: B**

#### NEW QUESTION 570

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 572

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 576

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 579

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

- A. Business dependency assessment
- B. Business process analysis

- C. Business case evaluation
- D. Business impact analysis (BIA)

**Answer:** D

**NEW QUESTION 583**

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 587**

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

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

**Answer:** A

**NEW QUESTION 590**

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