

Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

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NEW QUESTION 1

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

- A. An enterprise risk mitigation strategy
- B. Leading and lagging risk indicators
- C. IT performance metrics and standards
- D. Enterprise definitions for risk impact and probability

Answer: D

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

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

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

Answer: B

NEW QUESTION 4

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

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

Answer: A

NEW QUESTION 5

An enterprise-wide strategic plan has been approved by the board of directors. Which of the following would BEST support the planning of IT investments required for the enterprise?

- A. Service-oriented architecture
- B. Enterprise architecture (EA)
- C. Contingency planning
- D. Enterprise balanced scorecard

Answer: B

NEW QUESTION 6

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 7

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 8

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

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

Answer: C

NEW QUESTION 9

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 10

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 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 14

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

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

Answer: A

NEW QUESTION 19

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 22

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 25

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 30

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

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

Answer: D

NEW QUESTION 33

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

- A. Use a balanced scorecard to measure IT outcomes.
- B. Analyze emerging technology products and related training needs.
- C. Procure appropriate resources to support emerging technology
- D. Assess the impact on the existing IT strategy

Answer: A

NEW QUESTION 37

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 38

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 41

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 42

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

- A. Information classification framework
- B. Enterprise risk policy
- C. Enterprise risk management (ERM) framework
- D. Information security policy

Answer: C

NEW QUESTION 43

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 45

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

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

Answer: B

NEW QUESTION 48

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 51

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

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

Answer: D

NEW QUESTION 52

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

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

Answer: C

NEW QUESTION 53

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 55

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

- A. Revise the enterprise architecture (EA).
- B. Review IT performance objectives and indicators.
- C. Evaluate IT capabilities and resources.
- D. Identify changes in enterprise goals.

Answer: D

NEW QUESTION 57

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

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

Answer: B

NEW QUESTION 59

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 60

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 61

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

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

Answer: A

NEW QUESTION 63

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 66

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 69

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 74

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

- A. An IT project roadmap
- B. An IT risk management program

- C. A change management program
- D. A service delivery framework

Answer: C

NEW QUESTION 79

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 84

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 89

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 93

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 98

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

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

Answer: C

NEW QUESTION 103

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

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

Answer: D

NEW QUESTION 105

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 110

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 111

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

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

Answer: D

NEW QUESTION 115

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 120

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

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

Answer: A

NEW QUESTION 124

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

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

Answer: C

NEW QUESTION 126

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 129

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 134

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

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

Answer: C

NEW QUESTION 138

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 140

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

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

Answer: B

NEW QUESTION 141

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 145

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 147

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 148

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 149

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 154

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 157

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

- A. culture.
- B. level of outsourcing.
- C. enterprise architecture (EA).
- D. maturity of IT processes.

Answer: C

NEW QUESTION 159

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

- A. Identifying gaps in information asset protection
- B. Defining data archiving and retrieval policies
- C. Recruiting and training qualified IT security staff
- D. Modernizing internal IT security practices

Answer: A

NEW QUESTION 162

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 167

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 168

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 170

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 173

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 178

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 179

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 180

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

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

Answer: C

NEW QUESTION 181

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 185

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 187

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 192

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

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

Answer: A

NEW QUESTION 194

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

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

Answer: A

NEW QUESTION 197

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 200

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

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

Answer: D

NEW QUESTION 205

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

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

Answer: D

NEW QUESTION 207

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 210

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 215

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

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

Answer: C

NEW QUESTION 217

A root-cause analysis indicates a major service disruption due to a lack of competency of newly hired IT system administrators. Who should be accountable for resolving the situation?

- A. HR training director
- B. HR recruitment manager
- C. Chief information officer
- D. (CIO) Business process owner

Answer: C

NEW QUESTION 219

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 scorecard
- 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 220

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

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

Answer: D

NEW QUESTION 225

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 228

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 231

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

- A. Deviation from IT standards

- B. IT strategy alignment
- C. IT audit recommendations
- D. Impact on business

Answer: D

NEW QUESTION 236

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 238

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 239

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 244

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 246

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 248

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 252

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 254

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 257

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 260

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

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

Answer: B

NEW QUESTION 261

The CEO of an organization is concerned that there are inconsistencies in the way information assets are classified across the enterprise. Which of the following is be the BEST way for the CIO to address these concerns?

- A. Include data assets in the IT inventory.
- B. Identify data owners across the enterprise.
- C. Require enterprise risk assessments.
- D. Implement enterprise data governance.

Answer: D

NEW QUESTION 263

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 264

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 268

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 270

Which of the following is the MOST important reason to include internal audit as a stakeholder when establishing clear roles for the governance of IT?

- A. Internal audit has knowledge and technical expertise to advise on IT infrastructure.
- B. Internal audit is accountable for the overall enterprise governance of IT.
- C. Internal audit implements controls over IT risks and security.
- D. Internal audit provides input on relevant issues and control processes.

Answer: D

NEW QUESTION 275

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 278

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 280

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 282

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 283

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 288

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

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

Answer: B

NEW QUESTION 291

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 293

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 295

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 298

An enterprise's internal audit group has scheduled a control review of a payroll system project but has been told to wait until the system is implemented. Which of the following is the GREATEST risk associated with the delay?

- A. delay in the development of new key performance indicators (KPIs)
- B. Continued dependency on compliant legacy systems
- C. Increased cost to mitigate deficiencies
- D. Lack of adherence to industry best practices

Answer: C

NEW QUESTION 302

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

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

Answer: D

NEW QUESTION 307

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 311

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 316

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 321

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

- A. Data encryption tools
- B. Data loss prevention tools
- C. Data classification policy
- D. Data retention policy

Answer: C

NEW QUESTION 322

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 326

An enterprise has decided to implement an enterprise resource planning (ERP) system to achieve operating and cost efficiencies through global IT standardization. The business units are resistant because they are used to operating autonomously. The CEO has instructed the CIO to move quickly with the implementation to force acceptance with business unit leaders. Which of the following should be the CIO's FIRST step?

- A. Build a governance framework for identifying non-standard processes.
- B. Request funding from the CEO to hire ERP consultants.
- C. Ask the CEO to be the sponsor of the program
- D. Engage a reluctant business unit to conduct a proof-of-concept pilot.

Answer: D

NEW QUESTION 330

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 333

Which of the following should be established FIRST so that data owners can consistently assess the level of data protection needed across the enterprise?

- A. Data encryption program
- B. Data risk management program
- C. Data retention policy
- D. Data classification policy

Answer: D

NEW QUESTION 336

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 338

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 340

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

- A. Implement a communication management plan.
- B. Develop a comprehensive vendor management plan.
- C. Review the IT service risk management plan.
- D. Establish a policy on operational level agreements with vendors.

Answer: D

NEW QUESTION 343

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

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

Answer: D

NEW QUESTION 346

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

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

Answer: D

NEW QUESTION 349

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 352

An enterprise is determining the objectives for an IT training improvement initiative from a governance perspective. It would be MOST important to ensure that:

- A. policies and processes address both enterprise requirements and professional growth
- B. courses of instruction that will maximize employee productivity are identified
- C. several different training strategies are created for final approval by the CIO
- D. IT employees are surveyed and interviewed to identify development needs

Answer: A

NEW QUESTION 354

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 355

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 359

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 360

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 363

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 366

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 371

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 374

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 377

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 382

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 386

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

- A. Request an assessment of current in-house mobile technology skills.
- B. Create a sense of urgency with the IT team that mobile knowledge is mandatory.
- C. Procure contractors with experience in mobile application development.
- D. Task direct reports with creating training plans for their teams.

Answer: A

NEW QUESTION 389

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

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

Answer: C

NEW QUESTION 390

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 395

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

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

Answer: D

NEW QUESTION 400

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

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

Answer: C

NEW QUESTION 402

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 407

Which of the following is the BEST indication of effective IT-business strategic alignment?

- A. Business management is involved as IT strategies are developed.
- B. IT senior management is required to report to the board.
- C. Business strategy is documented to allow IT architecture to be designed quickly.
- D. IT-business collaboration results in a strategy focused on IT cost reduction.

Answer: A

NEW QUESTION 411

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 415

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 417

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 418

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 419

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 422

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 424

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

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

Answer: B

NEW QUESTION 425

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 426

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 427

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 428

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 433

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 437

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