Isaca

Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

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

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

Answer: C

NEW QUESTION 2
Which of the following 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
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 4
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 5
IT has launched new portfolio management policies and processes to improve the alignment of IT projects with enterprise goals. The latest audit report indicates that no improvement has been made due to confusion in the decision-making process. Which of the following is the BEST course of action for the CIO?

A. Deliver prioritization and facilitation training.
B. Implement a performance management framework.
C. Create an IT portfolio management risk framework.
D. Develop and communicate an accountability matrix.

Answer: D

NEW QUESTION 6
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 7
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 8

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 9
When developing an IT strategic plan that supports an enterprise's business goals which of the following should be done FIRST?

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

Answer: C

NEW QUESTION 10
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 IT program manager does not see the value of conducting risk assessments for a new major IT project. The manager is reluctant to cooperate with internal auditors and the newly formed steering committee. Midway through the project, program requirements were changed because the CEO is a friend of a vendor and wants to implement this vendor's new technology. This decision will cause the current IT program budget to be insufficient and will be shown as overspending. After the requirement change request, the IT program manager should FIRST:

A. obtain confirmation from the business and a decision by the steering committee.
B. request additional funding from the business owner to cover the additional scope.
C. report the matter to internal audit as a program deviation to be reviewed.
D. align IT with the business and agree to the business request.

Answer: C

NEW QUESTION 13
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 17
An enterprise has decided to utilize a cloud vendor for the first time to provide email as a service, eliminating in-house email capabilities. Which of the following IT strategic actions should be triggered by this decision?

A. Develop a data protection awareness education training program.
B. Monitor outgoing email traffic for malware.
C. Implement a data classification and storage management tool.
D. Update and communicate data storage and transmission policies.

Answer: A

NEW QUESTION 20
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 29
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
An enterprise's information security function is making changes to its data retention and backup policies. Which of the following presents the GREATEST risk?

A. Business data owners were not consulted.
B. The new policies Increase the cost of data backups.
C. Data backups will be hosted at third-party locations.
D. The retention period for data backups is Increased.

Answer: A

NEW QUESTION 40
Which of the following would be the BEST long-term solution to address the concern regarding loss of expenenced 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 44
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 45
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 46

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

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

Answer: A

NEW QUESTION 47
An IT governance committee is defining a risk management policy for a portfolio of !T-enabled investments Which of the following should be the PRIMARY consideration when developing the policy?

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

Answer: D

NEW QUESTION 51
A recent benchmarking analysis has indicated an IT organization is retaining more data and spending significantly more on data retention than its competitors. Which of the following would BEST ensure the optimization of retention costs?

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

Answer: B

NEW QUESTION 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 58
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'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 committees 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 64
Which of the following is PRIMARILY achieved through performance measurement?

A. Process improvement
B. Transparency
C. Cost efficiency
D. Benefit realization

Answer: D

NEW QUESTION 69

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

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

Answer: C

NEW QUESTION 71
A software company's products have had significant quality issues in recent releases. As a result, market reputation and customer satisfaction ratings have been suffering. What should executive leadership do FIRST to address this concern?

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

Answer: D

NEW QUESTION 76
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 78
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 83
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 86
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 88
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 93
A review of the effectiveness of IT governance within an enterprise has revealed that several innovation improvement initiatives are failing. An analysis shows a lack of stakeholder buy-in to the improvements. Implementing which of the following would have prevented this problem?

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

Answer: C

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

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

Answer: B

NEW QUESTION 98
Before establishing IT key nsk indicators (KRIs) which of the following should be defined FIRST?

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

Answer: C

NEW QUESTION 103
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 105
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 107
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 111
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. Calculating the cost of the current solution
B. Updating the business risk profile
C. Changing the IT steering committee charter
D. Revising the business's balanced scorecard

Answer: A

NEW QUESTION 115
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 119
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 122
A rail transport company has the worst on-time arrival record in the industry due to an antiquated IT system that controls scheduling. Despite employee resistance, an initiative lo upgrade the technology and related processes has been approved. To maximize employee engagement throughout the project, which of the following should be in place prior to the start of the initiative?

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

Answer: B

NEW QUESTION 126
Which of the following is MOST important to document for a business ethics program?

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

Answer: A

NEW QUESTION 130
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 133
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 136
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 137
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 138
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 143
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 147
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 148
An IT steering committee is concerned that enterprise technologies have grown stagnant and are outdated. Which of the following is the BEST strategy to invest in modern technology?

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

Answer: B

NEW QUESTION 150
It has been discovered that multiple business units across an enterprise are using duplicate IT applications and services to fulfill their individual needs. Which of the following would be MOST helpful to address this concern?

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

Answer: C

NEW QUESTION 153
To ensure that information can be traced to the originating event and accountable parties, an enterprise should FIRST:

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

Answer: D

NEW QUESTION 157
The MOST important aspect of an IT governance framework to ensure that IT supports repeatable business processes is:

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

Answer: A

NEW QUESTION 161
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 165
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 168
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 170
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 171
The use of an IT balanced scorecard enables the realization of business value of IT through:

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

Answer: B

NEW QUESTION 175
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 176
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 180
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 183
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 187
An enterprise is initiating efforts to improve system availability to mitigate IT risk to the business. Which of the following results would be MOST important to report to the CIO to measure progress?

A. Incident severity and downtime trend analysis
B. Probability and seventy of each IT risk
C. Financial losses and bad press releases
D. Customer and stakeholder complaints over time

Answer: A

NEW QUESTION 190
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 193
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 194
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 198
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 200
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 205
Which of the following BEST demonstrates the effectiveness of enterprise IT governance?

A. An IT balanced scorecard is used.
B. Business objectives are achieved.
C. Business objectives are defined.
D. IT processes are measured.

Answer: A

NEW QUESTION 208
When developing a business case for an enterprise resource planning (ERP) implementation, which of the following, if overlooked, causes the GREATEST impact to the enterprise?

A. Vendor selection
B. Salvage value of legacy hardware
C. Interdependent systems
D. IT best practices

Answer: C

NEW QUESTION 212
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 214
An enterprise has a zero-tolerance policy regarding security. This policy is causing a large number of email attachments to be blocked and is a disruption to enterprise. Which of the following should be the FIRST governance step to address this email issue?

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

Answer: B

NEW QUESTION 215
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 219
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 222
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 226
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 231
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 235
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 236
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 237
An enterprise is planning a change in business direction. As a result, IT risk will significantly increase. Which of the following should be the GO'S FIRST course of action?

A. Recommend delaying the business change.
B. Implement IT changes to align with the plan.
C. Report the risk to executive management
D. Plan for the corresponding IT reorganization.

Answer: C

NEW QUESTION 242
An IT steering committee wants the enterprise's mobile workforce to use cloud-based file storage to save non-sensitive corporate data, removing the need for remote access to that information. Before this change is implemented, what should be included in the data management policy?

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

Answer: A

NEW QUESTION 243
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 245
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 250
Which of the following is a responsibility of an IT strategy committee?

A. Providing oversight on enterprise strategy implementation
B. Approving the business strategy and its IT implications
C. Advising the board on the development of IT goals
D. Tracking projects in the IT investment portfolio

Answer: C

NEW QUESTION 252
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 254
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 258
Which of the following should be management's GREATEST consideration when trying to optimize the use of benefits from IT?

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

Answer: A

NEW QUESTION 261
An IT steering committee is presented with an audit finding that new software applications are delivered on time but consistently have unacceptable levels of defects. Which of the following would be the BEST direction from the committee?

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

Answer: D

NEW QUESTION 265
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 269
Due to continually missed service level agreements (SLAs), an enterprise plans to terminate its contract with a vendor providing IT help desk services. The enterprise s IT department will assume the help desk-related responsibilities. Which of the following would BEST facilitate this transition?

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

Answer: D

NEW QUESTION 273
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 274
Following the rollout of an enterprise IT software solution that hosts sensitive data it was discovered that the application's role-based access control was not functioning as specified Which of the following is the BEST way to prevent reoccurrence in the future?

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

Answer: B

NEW QUESTION 277
Which of the following is the PRIMARY element in sustaining an effective governance framework?

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

Answer: B

NEW QUESTION 281
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 283
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 286
Which of the following is (he GREATEST benefit of using the life cycle approach to govern information assets'?

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

Answer: A

NEW QUESTION 287
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 290
An enterprise embarked on an aggressive strategy requiring the implementation of several large IT projects impacting multiple business processes across all departments. Initially employees were supportive of the strategy, but there is growing fatigue and frustration with the ongoing new capabilities which must be learned. Which of the following would be the BEST action performed by senior management?

A. Incorporate an organizational change management program.
B. Establish "Reward and Recognition" efforts to boost employee morale.
C. Improve the system development life cycle (SDLC) process.
D. Assess current business and IT competencies.

Answer: B

NEW QUESTION 291
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 293
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 298
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 302
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 307
An enterprise considering implementing IT governance should FIRST develop the scope of the IT governance program and:

A. initiate the program using an implementation roadmap.
B. establish initiatives for business and managers.
C. acquire the resources that will be required.
D. communicate the program to stakeholders to gain consensus.

Answer: D

NEW QUESTION 309
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 312
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 313
IT maturity models measure:

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

Answer: C

NEW QUESTION 316
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 319
A new chief information officer (CIO) of an enterprise recommends implementing portfolio management after realizing there is no process in place for evaluating investments prior to selection. What should be the PRIMARY strategic goal driving this decision?

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

Answer: A

NEW QUESTION 324
The CIO in a large enterprise is seeking assurance that significant IT risk is being proactively monitored and does not exceed agreed risk tolerance levels. The BEST way to provide this ongoing assurance is to require the development of:

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

Answer: C

NEW QUESTION 325
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 328
The BEST way to decide how to prioritize issues identified in an IT risk and control self-assessment (CSA) is to understand the risk and:

A. impact to the enterprise.
B. criticality of IT services affected.
C. number of IT systems affected.

D. funds required for remediation.

Answer: A

NEW QUESTION 330
An enterprise's service center is experiencing long delays in fulfilling !T service requests and very low customer satisfaction. The BEST way to determine if staff competency is the root cause of these performance problems is to compare required staff competencies with:

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

Answer: B

NEW QUESTION 333
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 336
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 339
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 343
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 346
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 347
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 351
An enterprise is conducting a SWOT analysis as part of IT strategy development. Which of the following would be MOST helpful to identify opportunities and threats?

A. Risk appetite
B. Internal framework assessment
C. Competitor analysis
D. Critical success factors (CSF)

Answer: D

NEW QUESTION 353
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 356
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 359
Which of the following roles has PRIMARY accountability for the security related to data assets?

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

Answer: B

NEW QUESTION 363
Which of the following 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 367
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 371
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 372
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 373
Which of the following is the BEST way to ensure all enterprise employees understand the corporate code of business conduct?

A. Conduct scheduled and random compliance audits.
B. Mandate annual ethics training that includes an exam.
C. Require external business activities be documented and reported.
D. Distribute a copy of the code and require a signature.

Answer: B

NEW QUESTION 374
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 376
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 379
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 382
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 385
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 389
An IT investment review board wants to ensure that IT will be able to support business initiatives. Each initiative is comprised of several interrelated IT projects. Which of the following would help ensure that the initiatives meet their goals?

A. Review of project management methodology
B. Review of the business case for each initiative
C. Establishment of portfolio management
D. Verification of initiatives against the architecture

Answer: B

NEW QUESTION 390
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 393
The PRIMARY objective of IT resource planning within an enterprise should be to:

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

Answer: B

NEW QUESTION 397
The board of directors of an enterprise has questioned whether the business is focused on optimizing value. The IT strategy committees BEST action to address the board's concern is to:

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

Answer: A

NEW QUESTION 402
Which of the following provides the BEST evidence of an IT risk-aware culture across an enterprise?

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

Answer: A

NEW QUESTION 407
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 408
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 413
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 414
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 419
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 423
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 428
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 430
Due to the recent introduction of personal data protection regulations, an enterprise is required to maintain its employee data in production systems only for a limited time. Which of the following is MOST important to review?

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

Answer: C

NEW QUESTION 433
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 435
Which of the following is the MOST important consideration for data classification to be successfully implemented?

A. Users should be provided with clear instructions that are easy to follow and understand.
B. The data classification tools integrate with other tools that help manage the data.
C. The classification scheme should be closely aligned with the IT strategic plan.
D. Senior management should be properly trained in monitoring compliance.

Answer: B

NEW QUESTION 437
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 442
When evaluating benefits realization of IT process performance, the analysis MUST be based on;

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

Answer: A

NEW QUESTION 447
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 448
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 450
Which of the following should be the PRIMARY consideration for an enterprise when prioritizing IT projects?

A. Technical capability of the enterprise to execute the projects
B. Process owner expectations based on operational benefits
C. Results of IT performance benchmarks against competitors
D. Impact on the business due to expected project outcomes

Answer: D

NEW QUESTION 454
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 455

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

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

Answer: D

NEW QUESTION 456

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 460

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

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

Answer: C

NEW QUESTION 464

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

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

Answer: D

NEW QUESTION 468

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 473

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

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

Answer: D

NEW QUESTION 474

Which of the following should a new CIO do FIRST to ensure information assets are effectively governed?

A. Quantify the business value of information assets
B. Perform an information gap analysis
C. Review information classification procedures
D. Evaluate information access methods

Answer: C

NEW QUESTION 478

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 480
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 484
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 488
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 491
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 492
An enterprise wants to reduce the complexity of its data assets while ensuring impact to the business is minimized during the transition. Which of the following should be done FIRST?

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

Answer: C

NEW QUESTION 494
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 499
A CEO is concerned that IT costs have significantly exceeded budget without resulting benefits. The root causes are an overlap of IT projects and a lack of alignment with business demands. Which of the following would BEST enable remediation of this situation?

A. Require IT business cases be approved by the board of directors.
B. Assign a set of key risk indicators (KRIs) to each new IT project.

C. Conduct a performance assessment of IT projects.
D. Implement an IT portfolio management policy.

Answer: A

NEW QUESTION 504
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 505
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 509
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 510
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 511
Which of the following would be the BEST way for an IT steering committee to monitor the adoption of a new enterprise IT strategy?

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

Answer: A

NEW QUESTION 513
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 517
What is the BEST way for an IT governance board to establish standards of behavior for the adoption of artificial intelligence (AI)?

A. Direct the creation and approval of an ethical use policy.
B. Review and update the data privacy policy to align with industry standards.
C. Include specific ethics clauses in vendor agreements and contracts.
D. Include ethics topics within onboarding and awareness training.

Answer: C

NEW QUESTION 522
Which of the following is the BEST outcome measure to determine the effectiveness of IT nsk management processes?

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

Answer: C

NEW QUESTION 524
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 526
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 529
To minimize the potential mishandling of customer personal information in a system located in a country with strict privacy regulations which of the following is the BEST action to take?

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

Answer: A

NEW QUESTION 530
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 532
Which of the following is MOST important to the successful implementation of enterprise architecture (EA)?

A. Developing data modeling tools
B. Managing the challenge of change
C. Reducing the cost of IT investments
D. Establishing key performance indicators (KPIs)

Answer: B

NEW QUESTION 533
The PRIMARY reason for implementing an IT governance program in an enterprise is to

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

Answer: A

NEW QUESTION 535
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 540
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 541
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 543
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 544
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 546
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 551
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 555
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 557
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 562
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