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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 BEST indicates that a change management process has been implemented successfully?

- A. Maturity levels
- B. Degree of control
- C. Process performance
- D. Outcome measures

Answer: C

NEW QUESTION 3

A large bank has completed several acquisitions in the last few years that have resulted in redundant IT applications. To align with the strategic initiative of providing integrated services to customers, the IT steering committee has decided to share data and integrate applications. Which of the following would be MOST important to review in this situation?

- A. Enterprise architecture (EA)
- B. IT risk register
- C. Balanced scorecard measures
- D. IT strategic plan

Answer: A

NEW QUESTION 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 has lost an unencrypted backup tape of archived customer data. A data breach report is not mandatory in the relevant jurisdiction. From an ethical standpoint, what should the enterprise do NEXT?

- A. Initiate disciplinary proceedings against relevant employees.
- B. Mandate a review of backup tape inventory procedures.
- C. Communicate the breach to customers.
- D. Require an evaluation of storage facility vendors.

Answer: C

NEW QUESTION 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 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 9

An enterprise has decided to implement an IT risk management program After establishing stakeholder desired outcomes, the MAIN goal of the IT strategy committee should be to:

- A. identify business data that requires protection.
- B. perform a risk analysis on key IT processes
- C. implement controls to address high risk areas
- D. ensure IT risk alignment with enterprise risk

Answer: D

NEW QUESTION 10

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 10

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 13

An enterprise has identified potential environmental disasters that could occur in the area where its data center is located. Which of the following should be done NEXT?

- A. Implement an early warning detection and notification system.
- B. Assess the likelihood and impact on the data center.
- C. Relocate the data center to minimize the threat.
- D. Assess how the data center is protected against the threat.

Answer: B

NEW QUESTION 15

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 16

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 18

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 20

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 24

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 28

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

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

Answer: B

NEW QUESTION 30

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 34

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

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

Answer: D

NEW QUESTION 38

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 40

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 42

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 46

An enterprise has a large backlog of IT projects. The current strategy is to execute projects as they are submitted, but executive management does not believe this method is optimal. Which of the following is the MOST important action to address this concern?

- A. Implement stage-gating to determine the value of each project.
- B. Establish a performance dashboard that determines business value.
- C. Implement a methodology to prioritize projects based on resource availability.
- D. Create a combined business/IT committee to determine project prioritization.

Answer: D

NEW QUESTION 48

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

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

Answer: C

NEW QUESTION 49

An enterprise's decision to move to a virtualized architecture will have the GREATEST impact on:

- A. system life cycle management.
- B. asset classification.
- C. vendor management
- D. vulnerability management.

Answer: D

NEW QUESTION 50

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

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

Answer: C

NEW QUESTION 53

The use of an enterprise architecture (EA) framework BEST supports IT governance by providing:

- A. key information for IT service level management.
- B. reference models to align IT with business.
- C. IT standards for application development
- D. business information for IT capacity planning.

Answer: D

NEW QUESTION 58

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 62

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 67

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

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

Answer: C

NEW QUESTION 69

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 72

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 73

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 77

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 79

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 84

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 88

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

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

Answer: C

NEW QUESTION 91

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 95

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

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

Answer: A

NEW QUESTION 98

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 101

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 105

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 109

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 113

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

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

Answer: B

NEW QUESTION 116

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 118

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 122

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

- A. Share concerns with the legal department.
- B. Request a meeting with the board.
- C. Engage an independent cost-benefit analysis.
- D. Request an internal audit review of the board's decision.

Answer: B

NEW QUESTION 123

Facing financial struggles, a CEO mandated severe budget cuts. A decision was also made to immediately change the enterprise strategic focus to put more reliance on mobile, cloud, and wireless services in an effort to boost revenue. The IT steering committee has asked the CIO to suggest adjustments to the current IT project portfolio to allow support for the new direction despite fewer funds. What should the CIO advise the committee to do FIRST?

- A. Ask business stakeholders to discuss their vision for the new strategy.
- B. Cancel projects with a net present value (NPV) below a defined threshold.
- C. Conduct a risk assessment against the potential new services.
- D. Start re-allocating budget to projects involving mobile or cloud.

Answer: C

NEW QUESTION 126

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 128

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 130

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 severity of each IT risk
- C. Financial losses and bad press releases
- D. Customer and stakeholder complaints over time

Answer: A

NEW QUESTION 133

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

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

Answer: D

NEW QUESTION 134

Which of the following should IT governance mandate before any transition of data from a legacy system to a new technology platform?

- A. Data conversion has documented approvals from business process data owners.
- B. Data conversion is performed in a test environment to confirm correctness
- C. Control totals of key transaction values are matched with data converted for migration.
- D. A crisis management plan has been approved by the IT steering committee

Answer: C

NEW QUESTION 136

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

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

Answer: C

NEW QUESTION 138

Which of the following would BEST support an enterprise's initiative to incorporate desired organizational behaviors into the IT governance framework?

- A. Enterprise code of ethics
- B. Risk mitigation strategies and action plans
- C. Documented consequences for noncompliance
- D. Enterprise RACI matrix

Answer: A

NEW QUESTION 142

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 146

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

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

Answer: D

NEW QUESTION 148

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

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

Answer: C

NEW QUESTION 150

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 152

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

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

Answer: A

NEW QUESTION 154

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 155

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

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

Answer: B

NEW QUESTION 159

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 164

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 169

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 172

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 177

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 178

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 182

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 184

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 188

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 192

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 197

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 200

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 205

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

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

Answer: D

NEW QUESTION 209

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 211

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

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

Answer: C

NEW QUESTION 212

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 214

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 217

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 222

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 223

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 224

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

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

Answer: A

NEW QUESTION 227

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 232

IT maturity models measure:

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

Answer: C

NEW QUESTION 236

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 239

Of the following, who should be responsible for ensuring the regular review of quality management performance against defined quality metrics?

- A. Process owners
- B. Risk management team
- C. Internal auditors
- D. Executive management

Answer: A

NEW QUESTION 243

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 246

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 247

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

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

Answer: D

NEW QUESTION 252

Best practice states that IT governance MUST:

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

Answer: D

NEW QUESTION 256

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 261

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 263

An IT department has forwarded a request to the IT strategy committee for funding of a discretionary Investment. The committee's MOST important consideration should be to evaluate:

- A. the technical feasibility of the investment.
- B. the business and technical scope of the investment •
- C. whether the investment supports corporate goals
- D. whether the investment aligns with the enterprise architecture (EA).

Answer: C

NEW QUESTION 264

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 269

Which of the following should be done FIRST when defining responsibilities for ownership of information and systems?

- A. Require an information risk assessment.
- B. Identify systems that are outsourced.
- C. Ensure information is classified.
- D. Require an inventory of information assets.

Answer: D

NEW QUESTION 270

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

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

Answer: B

NEW QUESTION 271

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 276

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 278

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 281

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 283

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

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

Answer: A

NEW QUESTION 288

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 292

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 293

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 294

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 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 295

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 297

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 298

Which of the following should be the MOST important consideration when designing an implementation plan for IT governance?

- A. Principles and policies
- B. Roles and responsibilities
- C. Risk tolerance levels
- D. Organizational culture

Answer: D

NEW QUESTION 302

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 305

After shifting from lease to purchase of IT infrastructure and software licenses, an enterprise has to pay for unexpected lease extensions causing significant cost overruns. The BEST direction for the IT steering committee would be to establish;

- A. an end-of-life program to remove aging infrastructure from the environment.
- B. budget cuts to compensate for the cost overruns.
- C. a program to annually review financial policy on overruns.
- D. a policy to consider total cost of ownership (TCO) in investment decisions.

Answer: A

NEW QUESTION 310

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 312

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

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

Answer: D

NEW QUESTION 316

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

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

Answer: D

NEW QUESTION 320

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 325

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: C

NEW QUESTION 326

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 329

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 333

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 335

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 339

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 341

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 346

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 349

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 352

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 357

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 362

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

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

Answer: B

NEW QUESTION 365

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 368

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

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

Answer: C

NEW QUESTION 372

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 373

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

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

Answer: D

NEW QUESTION 377

An IT audit report indicates that a lack of IT employee risk awareness is creating serious security issues in application design and configuration. Which of the following would be the BEST key risk indicator (KRI) to show progress in IT employee behavior?

- A. Number of IT employees attending security training sessions
- B. Results of application security testing
- C. Number of reported security incidents
- D. Results of application security awareness training quizzes

Answer: B

NEW QUESTION 381

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 386

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 388

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

- A. Implement an incentive-based employee referral program
- B. Direct the development of a strategic HR plan for IT

- C. Recommend enhancements to the online recruiting platform specific to IT
- D. Work with HR to enhance compensation packages for IT personnel

Answer: B

NEW QUESTION 389

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 391

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 393

Which of the following would be of MOST concern regarding the effectiveness of risk management processes?

- A. Key risk indicators (KRIs) are not established.
- B. Risk management requirements are not included in performance reviews.
- C. The plans and procedures are not updated on an annual basis.
- D. There is no framework to ensure effective reporting of risk events.

Answer: A

NEW QUESTION 394

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

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

Answer: D

NEW QUESTION 395

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 397

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 399

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 402

To enable the development of required IT skill sets for the enterprise, it is MOST important to define skill requirements based on:

- A. training needs.
- B. one set of skills applicable to all IT staff.
- C. a best practices framework.
- D. each role within the IT department.

Answer: D

NEW QUESTION 403

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 408

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

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

Answer: B

NEW QUESTION 411

A large enterprise that is diversifying its business will be transitioning to a new software platform, which is expected to cause data changes. Which of the following should be done FIRST when developing the related metadata management process?

- A. Require an update to enterprise data policies.
- B. Request an impact analysis.
- C. Review documented data interdependence.
- D. Validate against existing architecture.

Answer: D

NEW QUESTION 415

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

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

Answer: A

NEW QUESTION 418

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 423

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 427

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

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

Answer: D

NEW QUESTION 429

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 431

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 433

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 434

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 438

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 440

A chief technology officer (CTO) wants to ensure IT governance practices adequately address risk management specific to mobile applications. To create the appropriate risk policies for IT, it is MOST important for the CTO to:

- A. understand the enterprise's risk tolerance.
- B. create an IT risk scorecard.
- C. map the business goals to IT risk processes.
- D. identify the mobile technical requirements.

Answer: A

NEW QUESTION 445

An enterprise is evaluating a Software as a Service (SaaS) solution to support a core business process. There is no outsourcing governance or vendor management in place. What should be the CEO's FIRST course of action?

- A. Ensure the roles and responsibilities to manage service providers are defined.
- B. Establish a contract with the SaaS solution provider.
- C. Instruct management to use the standard procurement process.
- D. Ensure the service level agreements (SLAs) for service providers are defined.

Answer: A

NEW QUESTION 447

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 452

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 455

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 457

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

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

Answer: B

NEW QUESTION 458

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 459

During an IT strategy review, a new CIO determined that numerous important internal processes have not been updated for several years and should be reexamined. Which of the following would be the BEST approach to address this concern?

- A. Implement a process review policy.
- B. Assemble a project review team
- C. Verify that the processes are still needed
- D. Map the processes to a capability maturity model.

Answer: C

NEW QUESTION 464

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 466

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

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

Answer: D

NEW QUESTION 469

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 474

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