

Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

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NEW QUESTION 1

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

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

Answer: C

NEW QUESTION 2

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

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

Answer: D

NEW QUESTION 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

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

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

Answer: B

NEW QUESTION 5

An enterprise considers implementing a system that uses a technology that is not in line with its IT strategy. The business case indicates significant benefit to the enterprise. Which of the following is the BEST way to manage this situation within an IT governance framework?

- A. Update the IT strategy to align with the new technology.
- B. Initiate an operational change request.
- C. Reject based on non-alignment.
- D. Address as part of an architecture exception process.

Answer: B

NEW QUESTION 6

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 7

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 8

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

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

Answer: B

NEW QUESTION 9

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 10

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 10

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 13

Which of the following is MOST important to review during IT strategy development?

- A. Industry best practices
- B. IT balanced scorecard
- C. Current business environment
- D. Data flows that indicate areas requiring IT support

Answer: C

NEW QUESTION 14

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 17

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

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

Answer: A

NEW QUESTION 20

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 22

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 27

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 31

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 35

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 37

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 39

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 44

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 48

Communicating which of the following to staff BEST demonstrates senior management's commitment to IT governance?

- A. Legal and regulatory requirements
- B. Approved IT investment opportunities
- C. Objectives and responsibilities
- D. Need for enterprise architecture (EA)

Answer: C

NEW QUESTION 52

When preparing a new IT strategic plan for board approval, the MOST important consideration is to ensure the plan identifies:

- A. roles and responsibilities that link to IT objectives.
- B. specific resourcing requirements for identified IT projects.
- C. frameworks that will be aligned to IT programs.
- D. implications of the strategy on the procurement process.

Answer: A

NEW QUESTION 54

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

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

Answer: B

NEW QUESTION 58

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 63

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 66

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 70

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

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

Answer: B

NEW QUESTION 73

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 78

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 83

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

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

Answer: A

NEW QUESTION 85

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 86

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 87

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 92

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 95

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 98

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 100

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 104

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 106

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 107

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 111

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 116

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 117

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 119

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

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

Answer: B

NEW QUESTION 124

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 126

When deciding to develop a system with sensitive data, which of the following is MOST important to include in a business case?

- A. A risk assessment to determine the appropriate controls
- B. Updated enterprise architecture (EA)
- C. Skills gap analysis
- D. The additional cost of encrypting sensitive data

Answer: D

NEW QUESTION 127

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 131

When determining the optimal IT service levels to support business, which of the following is MOST important?

- A. IT capacity utilization and availability.
- B. Cost/benefit to the business.
- C. Available IT budget.
- D. Business user requests

Answer: B

NEW QUESTION 134

A CIO just received a final audit report that indicates there is inconsistent enforcement of the enterprise's mobile device acceptable use policy throughout all business units. Which of the following should be the FIRST step to address this issue?

- A. Incorporate compliance metrics into performance goals.
- B. Review the relevance of existing policy.
- C. Mandate awareness training for all mobile device users.
- D. Implement controls to enforce the policy.

Answer: B

NEW QUESTION 139

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 143

The CIO of a financial services company is tasked with ensuring IT processes are in compliance with recently instituted regulatory changes. The FIRST course of action should be to:

- A. align IT project portfolio with regulatory requirements.
- B. create an IT balanced scorecard.
- C. identify the penalties for noncompliance.
- D. perform a current state assessment.

Answer: D

NEW QUESTION 146

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 150

The MAIN responsibility of the board of directors regarding the management of enterprise risk is to:

- A. ensure a risk process exists which addresses the risk appetite.
- B. sustain investment in staff training regarding IT risk.
- C. promote a benefits-driven culture throughout the enterprise.
- D. maintain awareness of IT risk to the business.

Answer: A

NEW QUESTION 153

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

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

Answer: B

NEW QUESTION 154

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 156

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 158

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 160

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

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

Answer: B

NEW QUESTION 163

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 165

Which of the following IT governance actions would be the BEST way to minimize the likelihood of IT failures jeopardizing the corporate value of an IT-dependent organization?

- A. Implement an IT risk management framework.
- B. Install an IT continuous monitoring solution.
- C. Define IT performance management measures.
- D. Benchmark IT strategy against industry peers.

Answer: A

NEW QUESTION 170

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

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

Answer: C

NEW QUESTION 171

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 175

Risk management strategies are PRIMARILY adopted to:

- A. avoid risks for business and IT assets.
- B. take necessary precautions for claims and losses.

- C. achieve acceptable residual risk levels.
- D. achieve compliance with legal requirements.

Answer: C

NEW QUESTION 178

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 180

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 185

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 188

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 193

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 195

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 200

The PRIMARY benefit of using an IT service catalog as part of the IT governance program is that it.

- A. ensures IT effectively meets future business needs,
- B. provides a foundation for measuring IT performance,
- C. improves the ability to allocate IT resources
- D. establishes enterprise performance metrics per service

Answer: A

NEW QUESTION 202

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

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

Answer: B

NEW QUESTION 205

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 209

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 212

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

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

Answer: A

NEW QUESTION 216

The board of directors of an enterprise has approved a three-year IT strategic program to centralize the core business processes of its global entities into one core system. Which of the following should be the CIO's NEXT step?

- A. Engage a team to perform a business impact analysis (BIA).
- B. Require the development of a risk management plan.
- C. Determine resource requirements for program implementation.
- D. Require the development of a program roadmap.

Answer: D

NEW QUESTION 217

Which of the following is the GREATEST benefit of using a quantitative risk assessment method?

- A. It uses resources more efficiently
- B. It can be used to assess risks against non-tangible assets
- C. It reduces subjectivity
- D. It helps in prioritizing risk response action plans

Answer: C

NEW QUESTION 221

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 223

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 228

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 230

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 231

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 234

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 238

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 241

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 246

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 248

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 249

A global financial enterprise has been experiencing a substantial number of information security incidents that have directly affected its business reputation. Which of the following should be the IT governance board's FIRST course of action?

- A. Require revisions to how security incidents are managed by the IT department.
- B. Request an IT security assessment to identify the main security gaps.
- C. Execute an IT maturity assessment of the security process.
- D. Mandate an update to the enterprise's IT security policy.

Answer: B

NEW QUESTION 253

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 256

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 257

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 260

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 265

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 266

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 271

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 274

To develop appropriate measures to improve organizational performance, the measures MUST be:

- A. a result of benchmarking and comparative analysis.
- B. accepted by and meaningful to the stakeholders.
- C. based on existing and validated data sources.
- D. approved by the IT steering committee.

Answer: B

NEW QUESTION 277

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 278

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 281

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 285

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 286

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 287

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 288

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 290

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 293

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 294

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 296

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 301

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 305

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 307

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 308

An enterprise has developed a new digital strategy to improve fraud detection. Which of the following is MOST important to consider when updating the information architecture?

- A. Resource constraints related to implementing the digital strategy.
- B. The business use cases supporting the digital strategy
- C. Changes to the legacy business and data architectures
- D. The history of fraud incidents and their root causes

Answer: D

NEW QUESTION 312

An enterprise plans to implement a business intelligence (BI) tool with data sources from various enterprise applications. Which of the following is the GREATEST challenge to implementation?

- A. Interface issues between enterprise and BI applications
- B. Large volumes of data fed from enterprise applications
- C. The need for staff to be trained on the new BI tool
- D. Data definition and mapping sources from applications

Answer: B

NEW QUESTION 314

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