

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

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

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

Answer: D

NEW QUESTION 3

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

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

Answer: C

NEW QUESTION 4

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

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

Answer: A

NEW QUESTION 5

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 6

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

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

Answer: C

NEW QUESTION 7

The risk committee is overwhelmed by the number of false positives included in risk reports. What action would BEST address this situation?

- A. Conduct a risk assessment
- B. Evaluate key risk indicators (KRIs).
- C. Change the reporting format.
- D. Adjust the IT balanced scorecard

Answer: B

NEW QUESTION 8

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

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

Answer: A

NEW QUESTION 9

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 10

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

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

Answer: C

NEW QUESTION 10

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 11

An enterprise has identified a number of plausible risk scenarios that could result in economic loss associated with major IT investments. Which of the following is the BEST method to assess the risk?

- A. Cost-benefit analysis
- B. Qualitative analysis
- C. Business impact analysis (BIA)
- D. Quantitative analysis

Answer: C

NEW QUESTION 14

Which of the following is PRIMARILY achieved through performance measurement?

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

Answer: D

NEW QUESTION 17

Which of the following MOST effectively demonstrates operational readiness to address information security risk issues?

- A. Executive management has announced an information security risk initiative.
- B. IT management has communicated the need for information security risk management to the business.
- C. A policy has been communicated stating enterprise commitment and readiness to address information security risk.
- D. Procedures have been established for assessing and mitigating information security risks.

Answer: D

NEW QUESTION 21

A CIO must determine if IT staff have adequate skills to deliver on key strategic objectives. Which of the following will provide the MOST useful information?

- A. Employee performance metrics
- B. Project risk reports
- C. Gap analysis results
- D. Training program statistics

Answer: C

NEW QUESTION 22

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 26

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

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

Answer: C

NEW QUESTION 28

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 33

The FIRST step in aligning resource management to the enterprise's IT strategic plan would be to

- A. develop a responsible, accountable, consulted and informed (RACI) chart
- B. assign appropriate roles and responsibilities
- C. perform a gap analysis
- D. identify outsourcing opportunities

Answer: C

NEW QUESTION 34

Which of the following is the MOST valuable input when quantifying the loss associated with a major risk event?

- A. Key risk indicators (KRIs)
- B. IT environment threat modeling
- C. Business impact analysis (BIA) report
- D. Recovery time objectives (RTOs)

Answer: C

NEW QUESTION 35

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

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

Answer: D

NEW QUESTION 36

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 40

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

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

Answer: A

NEW QUESTION 43

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

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

Answer: C

NEW QUESTION 45

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 49

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 53

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 58

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 61

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

- A. Distribute the social media information security policy to staff.
- B. Mandate annual security awareness training.

- C. Restrict access to social media.
- D. Mandate security requirements be included in employee contracts.

Answer: B

NEW QUESTION 64

Which of the following methods is MOST likely to be used to assess plausible risk scenarios that could result in reputational risk to the enterprise?

- A. Controls gap analysis
- B. Qualitative analysis
- C. Quantitative analysis
- D. SWOT analysis

Answer: D

NEW QUESTION 66

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 70

Which of the following is MOST important for the effective design of an IT balanced scorecard?

- A. On-demand reporting and continuous monitoring
- B. Consulting with the CIO
- C. Emphasizing the financial results
- D. Identifying appropriate key performance indicators (KPIs)

Answer: D

NEW QUESTION 71

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 76

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 78

An enterprise is planning a change in business direction. As a result, IT risk will significantly increase. Which of the following should be the GO'S FIRST course of action?

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

Answer: C

NEW QUESTION 80

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 85

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 86

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 89

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 94

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 99

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

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

Answer: B

NEW QUESTION 101

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 104

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 107

An enterprise has made the strategic decision to reduce operating costs for the next year and is taking advantage of cost reductions offered by an external cloud service provider. Which of the following should be the IT steering committee's PRIMARY concern?

- A. Revising the business \$ balanced storecard
- B. Updating the business risk profile
- C. Changing the IT steering committee charter
- D. Calculating the cost of the current solution

Answer: B

NEW QUESTION 111

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 113

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 117

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 121

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 122

Which of the following would be the BEST way to facilitate the adoption of strong IT governance practices throughout a multi-divisional enterprise?

- A. Ensuring each divisional policy is consistent with corporate policy
- B. Ensuring divisional governance fosters continuous improvement processes
- C. Mandating data standardization across the distributed enterprise
- D. Documenting and communicating key management practices across divisions

Answer: D

NEW QUESTION 125

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 126

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 130

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 135

Which of the following is MOST important when an IT-enabled business initiative involves multiple business functions?

- A. Defining cross-departmental budget allocation
- B. Conducting a systemic risk assessment
- C. Developing independent business cases
- D. Establishing a steering committee with business representation

Answer: D

NEW QUESTION 140

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 143

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 148

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

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

Answer: D

NEW QUESTION 149

Which of the following is the PRIMARY ongoing responsibility of the IT governance function related to risk?

- A. Responding to and controlling all IT risk events
- B. Communicating the enterprise risk management plan
- C. Ensuring IT risk management is aligned with business risk appetite
- D. Verifying that all business units have staff skilled at assessing risk

Answer: C

NEW QUESTION 153

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

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

Answer: A

NEW QUESTION 158

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 160

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 161

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

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

Answer: C

NEW QUESTION 162

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 165

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 169

Which of the following should be the PRIMARY input when developing IT strategy?

- A. Vision statement
- B. Process and capability maturity
- C. Governance objectives
- D. Balanced scorecard

Answer: C

NEW QUESTION 171

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 176

The MOST effective way to ensure that IT supports the agile needs of an enterprise is to:

- A. perform process modeling.
- B. outsource infrastructure management.
- C. develop a robust enterprise architecture (EA).
- D. implement open source systems.

Answer: C

NEW QUESTION 181

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 184

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 185

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 188

When selecting a vendor to provide services associated with a critical application which of the following is the MOST important consideration with respect to business continuity planning (BCP)?

- A. Procuring a copy of the vendor's BCP during the contracting process
- B. Testing the vendor's BCP and analyzing the results
- C. Obtaining independent audit reports of the vendor's BCP
- D. Evaluating whether the vendor's BCP aligns with the enterprise's BCP

Answer: B

NEW QUESTION 191

Which of the following BEST supports an enterprise's ability to comply with privacy laws and regulations?

- A. Complete inventory of enterprise data
- B. Implementation of a breach notification process
- C. Accurate classification of enterprise data
- D. Robust enterprise policy related to data retention

Answer: C

NEW QUESTION 195

Which of the following is the BEST IT architecture concept to ensure consistency, interoperability, and agility for infrastructure capabilities?

- A. Establishment of an IT steering committee
- B. Standards-based reference architecture and design specifications
- C. Establishment of standard vendor and technology designations
- D. Design of policies and procedures

Answer: A

NEW QUESTION 198

An IT governance committee wants to ensure there is a clear description of the "data owner" in the enterprise data policy. Which of the following would BEST define the owner of data stored in an external cloud?

- A. The business leader who is most impacted by the loss of data.
- B. The risk manager who is responsible for protecting data stored in the cloud.
- C. The contract manager who monitors the security of the cloud provider.
- D. The vendor who submits the data to the organization via online forms

Answer: A

NEW QUESTION 202

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 205

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 207

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 212

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 215

A new CIO has been charged with updating the IT governance structure. Which of the following is the MOST important consideration to effectively influence organizational and process change?

- A. Obtaining guidance from consultants
- B. Aligning IT services to business processes
- C. Redefining the IT risk appetite
- D. Ensuring the commitment of stakeholders

Answer: D

NEW QUESTION 218

Which of the following should be the MAIN reason for an enterprise to implement an IT risk management framework?

- A. The need to enable IT risk-aware decisions by executives
- B. The results of an external audit report concerning IT risk management processes.
- C. The need to address market regulations and internal compliance in IT risk
- D. The ability to benchmark IT risk policies against major competitors

Answer: A

NEW QUESTION 222

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

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

Answer: B

NEW QUESTION 225

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 228

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 229

Which of the following is an ADVANTAGE of using strategy mapping?

- A. It provides effective indicators of productivity and growth.
- B. It depicts the maturity levels of processes that support organizational strategy.
- C. It identifies barriers to strategic alignment and links them to specific outcomes.
- D. It depicts the cause-and-effect linked relationships between strategic objectives.

Answer: D

NEW QUESTION 233

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