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Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

NEW QUESTION 1

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 2

Two large financial institutions with different corporate cultures are engaged in a merger. From a governance perspective, which of the following should be the GREATEST concern?

- A. Technology infrastructure
- B. Risk appetite
- C. Combined cost of operations
- D. Enterprise architecture (EA) integration

Answer: D

NEW QUESTION 3

Which of the following is the BEST method for making a strategic decision to invest in cloud services?

- A. Prepare a business case.
- B. Prepare a request for information (RFI),
- C. Benchmarking.
- D. Define a balanced scorecard.

Answer: A

NEW QUESTION 4

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 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

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

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

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

Answer: A

NEW QUESTION 8

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 9

Which of the following provides the STRONGEST indication that IT governance is well established within an organizational culture?

- A. IT performance metrics are defined in the balanced scorecard.
- B. Benefits of IT governance are realized throughout the organization.
- C. There is awareness of IT metrics throughout the organization.
- D. IT governance defines how IT projects should be assessed.

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 value delivery framework PRIMARILY helps an enterprise

- A. increase transparency of value to the enterprise
- B. assist top management in approving IT projects
- C. improve value of successful IT projects
- D. optimize value to the enterprise.

Answer: D

NEW QUESTION 11

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 12

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

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 14

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 19

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 21

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 25

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 26

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

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

Answer: C

NEW QUESTION 27

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 31

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

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

Answer: C

NEW QUESTION 36

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 41

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 45

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 49

Which of the following is the BEST way to demonstrate that IT strategy supports a new enterprise strategy?

- A. Monitor new key risk indicators (KRIs).
- B. Measure return on IT investments against balanced scorecards.
- C. Review and update the portfolio management process.
- D. Map IT programs to business goals.

Answer: D

NEW QUESTION 50

A health tech enterprise wants to ensure that its in-house developed mobile app for users complies with data privacy regulations. Which of the following should be identified FIRST when creating an inventory of information systems and data related to the mobile app?

- A. Data maintained by vendors
- B. Vendors and outsourced systems
- C. Application and data owners
- D. Information classification scheme

Answer: D

NEW QUESTION 51

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 59

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 61

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

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

Answer: D

NEW QUESTION 64

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 68

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 69

Following a re-prioritization of business objectives by management, which of the following should be performed FIRST to allocate resources to IT processes?

- A. Perform a maturity assessment.
- B. Implement a RACI model.
- C. Refine the human resource management plan.
- D. Update the IT strategy.

Answer: C

NEW QUESTION 74

A board of directors is concerned that a major IT implementation has the potential to significantly disrupt enterprise operations. Which of the following would be MOST helpful in identifying the extent of the potential impact of the disruption?

- A. An analysis of the current enterprise risk appetite
- B. An earned value analysis (EVA) of the implementation
- C. A risk assessment of the implementation
- D. A review of lessons learned from previous implementations

Answer: C

NEW QUESTION 77

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 82

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 84

From an IT governance perspective, establishing performance measurements is PRIMARILY the responsibility of:

- A. the IT architecture review board.
- B. senior management.
- C. the board of directors.
- D. enterprise risk management (ERM).

Answer: C

NEW QUESTION 88

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 93

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

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

Answer: A

NEW QUESTION 97

Which of the following provides the BEST assurance on the effectiveness of IT service management processes?

- A. Performance of incident response
- B. Continuous monitoring
- C. Key risk indicators (KRIs)
- D. Compliance with internal controls

Answer: A

NEW QUESTION 101

In a large enterprise, which of the following should be responsible for the implementation of an IT balanced scorecard?

- A. Project management office
- B. Chief information officer (CIO)
- C. IT steering committee
- D. Chief risk officer (CRO)

Answer: A

NEW QUESTION 105

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 107

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 112

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 116

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 120

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

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

Answer: D

NEW QUESTION 125

Which of the following aspects of the transition from X-rays to digital images would be BEST addressed by implementing information security policy and procedures?

- A. Establishing data retention procedures
- B. Training technicians on acceptable use policy
- C. Minimizing the impact of hospital operation disruptions on patient care
- D. Protecting personal health information

Answer: D

NEW QUESTION 127

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 130

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 134

A retail enterprise has cost reduction as its top priority. From a governance perspective, which of the following should be the MOST important consideration when evaluating different IT investment options?

- A. Support for increased sales
- B. Risk associated with each option
- C. Industry best practices
- D. Business value impact

Answer: D

NEW QUESTION 138

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 142

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 147

An enterprise's CIO requires all IT processes within the enterprise to be clearly defined. Which of the following would be the MOST immediate outcome?

- A. Performance
- B. Repeatability
- C. Scalability
- D. Optimization

Answer: A

NEW QUESTION 152

IT maturity models measure:

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

Answer: C

NEW QUESTION 155

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 159

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 164

An airline wants to launch a new program involving the use of artificial intelligence (AI) and machine learning. The main objective of the program is to use customer behavior to determine new routes and markets. Which of the following should be done NEXT?

- A. Consult with the enterprise privacy function
- B. Define the critical success factors (CSFs)
- C. Present the proposal to the IT strategy committee
- D. Perform a business impact analysis (BIA)

Answer: A

NEW QUESTION 167

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 169

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 173

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 176

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 180

Which of the following would be the MOST effective way to ensure IT capabilities are appropriately aligned with business requirements for specific business processes?

- A. Establishing key performance indicators (KPIs)
- B. Requiring Internal IT architecture and design reviews
- C. Requiring architecture and design reviews with business process stakeholders
- D. Issuing a management mandate that IT and business process stakeholders work together

Answer: D

NEW QUESTION 181

An enterprise has been focused on establishing an IT risk management framework. Which of the following should be the PRIMARY motivation behind this objective?

- A. Promoting responsibility throughout the enterprise for managing IT risk.
- B. Increasing the enterprise's risk tolerance level and risk appetite.
- C. Engaging executives in examining IT risk when developing policies.
- D. Maintaining a complete and accurate risk registry to belief manage IT risk

Answer: A

NEW QUESTION 185

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

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

Answer: D

NEW QUESTION 186

An enterprise made a significant change to its business operating model that resulted in a new strategic direction. Which of the following should be reviewed FIRST to ensure IT congruence with the new business strategy?

- A. IT risk appetite
- B. Enterprise project management framework
- C. IT investment portfolio
- D. Information systems architecture

Answer: C

NEW QUESTION 189

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 194

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 199

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 203

A business is considering a policy to anonymize personal data in enterprise systems. Before making a decision, which of the following is MOST important for the IT steering committee to consider?

- A. Business impact analysis (BIA) results
- B. Regulatory requirements
- C. Sustainability costs to the enterprise
- D. Potential implementation barriers

Answer: B

NEW QUESTION 207

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 210

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 211

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 212

Business management is seeking assurance from the CIO that controls are in place to help minimize the risk of critical IT systems being unavailable during month-end financial processing. What is the BEST way to address this concern?

- A. Create a communication plan with risk owners.
- B. Outsource infrastructure hosting.
- C. Restrict and monitor user access.
- D. Develop key risk indicators (KRIs) and action plans.

Answer: D

NEW QUESTION 217

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 220

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 223

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 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 233

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 238

An enterprise's board of directors can BEST manage enterprise risk by:

- A. mandating board-approved enterprise risk management (ERM) modifications.
- B. requiring the establishment of an enterprise risk management (ERM) framework.
- C. requiring the establishment of an enterprise-wide program management office.
- D. ensuring the cost-effectiveness of the internal control system.

Answer: B

NEW QUESTION 239

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

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

Answer: D

NEW QUESTION 241

An IT risk committee is trying to mitigate the risk associated with a newly implemented bring your own device (BYOD) policy and supporting mobile device management (MDM) tools. Which of the following would be the BEST way to ensure employees understand how to protect sensitive corporate data on their mobile devices?

- A. Require staff to complete security awareness training
- B. Develop security procedures for mobile devices.
- C. Distribute the BYOD policy on the company Intranet.
- D. Require staff to review and sign nondisclosure agreements (NDAs)

Answer: A

NEW QUESTION 245

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 248

A CIO is concerned with the potential of vendor system failures that could cause a large amount of unintended system downtime. To determine how to prepare for this concern, what is MOST important for the CIO to review?

- A. IT balanced scorecard
- B. Service-level metrics
- C. IT procurement policy
- D. Business impact analysis (BIA)

Answer: D

NEW QUESTION 249

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 254

Which of the following provides the MOST comprehensive insight into the effectiveness of IT?

- A. IT balanced scorecard
- B. IT strategy
- C. Return on investment (ROI)
- D. Key risk indicators (KRIs)

Answer: A

NEW QUESTION 259

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 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 262

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 267

To meet the growing demands of a newly established business unit, IT senior management has been tasked with changing the current IT organization model to service-oriented. With significant growth expected of the IT organization, which of the following is the MOST important consideration when planning for long-term IT service delivery?

- A. The IT service delivery model is approved by the business.
- B. An IT risk management process is in place.
- C. IT is able to provide a comprehensive service catalog to the business.
- D. The IT organization is able to sustain business requirements.

Answer: C

NEW QUESTION 272

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 277

As the required core competencies of the IT workforce are anticipated and identified, what is the NEXT step in strengthening the department's human resource assets?

- A. Develop a responsible, accountable, consulted, and informed (RACI) chart.
- B. Create an effective recruitment, retention, and training program.
- C. Commit to the board performance metrics and bonus structure.
- D. Develop personnel requirements for third-party assurance.

Answer: B

NEW QUESTION 279

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 281

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 285

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 288

Which of the following is the MOST important, characteristic of a well-defined information architecture?

- A. It addresses key stakeholder requirements.
- B. It ensures compliance with regulations.
- C. It enables achievement of service level agreements (SLAs).
- D. It supports IT strategic goals.

Answer: B

NEW QUESTION 291

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 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 297

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 298

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 301

In a successful enterprise that is profitable in its marketplace and consistently growing in size, the non-IT workforce has grown by 50% in the last two years. The

demand for IT staff in the marketplace is more than the supply, and the enterprise is losing staff to rival organizations. Due to the rapid growth. IT has struggled to keep up with the enterprise, and IT procedures and associated job roles are not well-defined. The MOST critical activity for reducing the impact caused by IT staff turnover is to:

- A. document processes and procedures.
- B. outsource the IT operation.
- C. increase compensation for IT staff
- D. hire temporary staff.

Answer: A

NEW QUESTION 302

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