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Exam Questions CGEIT

ISACA CGEIT Certification Practice Test



NEW QUESTION 1

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

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

Answer: C

NEW QUESTION 2

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

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

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

Answer: C

NEW QUESTION 4

Which of the following MUST be established before implementing an information architecture that restricts access to data based on sensitivity?

- A. Risk and control frameworks
- B. Probability and impact analysis
- C. Classification and ownership
- D. Security and privacy policies

Answer: C

NEW QUESTION 5

Which of the following roles should approve major IT purchases to help prevent conflicts of interest?

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

Answer: A

NEW QUESTION 6

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 7

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

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

Answer: A

NEW QUESTION 8

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

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

Answer: A

NEW QUESTION 9

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

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

Answer: D

NEW QUESTION 10

The BEST way to manage continuous improvement of governance-related processes is to:

- A. assess existing process resource capacities.
- B. define accountability based on roles and responsibilities.
- C. apply effective quality management practices.
- D. require third-party independent reviews.

Answer: C

NEW QUESTION 10

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 11

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 13

Which of the following should be identified FIRST when determining appropriate IT key risk indicators (KRIs)?

- A. IT-related risk
- B. IT controls
- C. IT threats
- D. IT objectives

Answer: C

NEW QUESTION 17

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 20

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 21

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 23

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

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

Answer: B

NEW QUESTION 25

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 29

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 30

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 33

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 37

Which of the following should be the PRIMARY goal of implementing service level agreements (SLAs) with an outsourcing vendor?

- A. Gaining a competitive advantage
- B. Establishing penalties for not meeting service levels
- C. Achieving operational objectives
- D. Complying with regulatory requirements

Answer: C

NEW QUESTION 38

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 42

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 46

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 49

A data governance strategy has been defined by the IT strategy committee which includes privacy objectives related to access controls, authorized use, and data collection. Which of the following should the committee do NEXT?

- A. Mandate data privacy training for employees.
- B. Establish a data privacy budget
- C. Perform a data privacy impact assessment.
- D. Mandate the creation of a data privacy policy.

Answer: D

NEW QUESTION 54

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 56

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 61

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 64

Which of the following would BEST help to improve an enterprise's ability to manage large IT investment projects?

- A. Creating a change management board
- B. Reviewing and evaluating existing business cases
- C. Implementing a review and approval process for each phase
- D. Publishing the IT approval process online for wider scrutiny

Answer: C

NEW QUESTION 69

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

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

Answer: A

NEW QUESTION 73

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 75

An enterprise experiencing issues with data protection and least privilege is implementing enterprise-wide data encryption in response. Which of the following is the BEST approach to ensure all business units work toward remediating these issues?

- A. Develop key performance indicators (KPIs) to measure enterprise adoption.
- B. Integrate data encryption requirements into existing and planned projects.
- C. Assign owners for data governance initiatives.
- D. Mandate the creation of a data governance framework.

Answer: B

NEW QUESTION 78

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 82

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 86

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 87

Once the strategic vision has been established, which of the following would be the BEST activity for supporting the implementation of performance measures?

- A. Monitor service level performance.
- B. Document strengths, weaknesses, opportunities, and threats.
- C. Document policy requirements
- D. Identify key performance indicators (KPIs).

Answer: C

NEW QUESTION 89

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 92

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

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

Answer: B

NEW QUESTION 96

Which of the following is the MOST important driver of IT governance?

- A. Effective internal controls
- B. Management transparency
- C. Quality measurement
- D. Technical excellence

Answer: B

NEW QUESTION 101

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 104

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

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

Answer: A

NEW QUESTION 109

To reduce the risk of reputational damage through inappropriate use of social media by employees outside of the workplace, the enterprise approach regarding social media should PRIMARILY focus on;

- A. implementing preventative controls.
- B. developing policies on social media.
- C. implementing a review of processes utilizing social media.
- D. ensuring each use of social media is approved by management.

Answer: B

NEW QUESTION 111

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 116

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

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

Answer: A

NEW QUESTION 118

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

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

Answer: C

NEW QUESTION 123

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 128

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 133

Establishing a uniform definition for likelihood and impact through risk management standards PRIMARILY addresses which of the following concerns?

- A. Inconsistent categories of vulnerabilities
- B. Conflicting interpretations of risk levels
- C. Inconsistent data classification
- D. Lack of strategic IT alignment

Answer: B

NEW QUESTION 137

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

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

Answer: B

NEW QUESTION 139

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 140

An enterprise incurred penalties for noncompliance with privacy regulations. Which of the following is MOST important to ensure appropriate ownership of access controls to address this deficiency?

- A. Authenticating access to information assets based on roles or business rules.
- B. Implementing multi-factor authentication controls
- C. Granting access to information based on information architecture
- D. Engaging an audit of logical access controls and related security policies

Answer: A

NEW QUESTION 145

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 150

Which of the following is the MOST comprehensive method to report on overall IT performance to the board of directors?

- A. Balanced scorecard
- B. Net present value (NPV)
- C. Performance-based payments
- D. Return on investment (ROI)

Answer: A

NEW QUESTION 154

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 157

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 161

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 165

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 168

Which of the following responsibilities should be retained within an enterprise when outsourcing a project management office (PMO) function?

- A. Selecting projects
- B. Managing projects
- C. Tracking project cost
- D. Defining project methodology

Answer: A

NEW QUESTION 169

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 172

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 177

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 180

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 184

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 189

Which of the following is (he GREATEST benefit of using the life cycle approach to govern information assets'?

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

Answer: A

NEW QUESTION 191

When conducting a risk assessment in support of a new regulatory requirement, the IT risk committee should FIRST consider the:

- A. disruption to normal business operations.
- B. risk profile of the enterprise.
- C. readiness of IT systems to address
- D. the risk cost burden to achieve compliance.

Answer: C

NEW QUESTION 195

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 199

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 203

A root-cause analysis indicates a major service disruption due to a lack of competency of newly hired IT system administrators. Who should be accountable for resolving the situation?

- A. HR training director
- B. HR recruitment manager
- C. Chief information officer
- D. (CIO) Business process owner

Answer: C

NEW QUESTION 207

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 211

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 212

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 214

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 216

An IT steering committee is evaluating whether a third-party supplier is delivering the correct level of service. Reviewing which of the following will provide the BEST information to the committee?

- A. Key performance indicators (KPIs)
- B. Service portfolio management
- C. Vendor status reports
- D. Operational cost reduction reports

Answer: B

NEW QUESTION 220

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

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

Answer: A

NEW QUESTION 222

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 223

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 227

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 232

An enterprise has learned of a new regulation that may impact delivery of one of its core technology services. Which of the following should be done FIRST?

- A. Update the risk management framework
- B. Determine whether the board wants to comply with the regulation
- C. Assess the risk associated with the new regulation
- D. Request an action plan from the risk team

Answer: C

NEW QUESTION 233

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

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

Answer: C

NEW QUESTION 235

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 236

Which of the following is the BEST way to ensure new systems can be adequately supported once in production?

- A. Establish a resource management framework.
- B. Evaluate the operational requirements of the business stakeholders.
- C. Identify key performance indicators (KPIs).
- D. Require operational management be identified in the business case.

Answer: B

NEW QUESTION 239

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 243

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 247

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 248

The board of directors has mandated the use of geolocation software to track mobile assets assigned to employees who travel outside of their home country. To comply with this mandate, the IT steering committee should FIRST request

- A. the inclusion of mandatory training for remote device users.
- B. an architectural review to determine appropriate solution design.
- C. an assessment to determine if data privacy protection is addressed.
- D. an update to the acceptable use policy.

Answer: C

NEW QUESTION 253

The PRIMARY objective of building outcome measures is to:

- A. monitor whether the chosen strategy is successful
- B. visualize how the strategy will be achieved.
- C. demonstrate commitment to IT governance.
- D. clarify the cause-and-effect relationship of the strategy.

Answer: A

NEW QUESTION 257

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 262

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 263

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 267

Acceptance of an enterprise's newly implemented IT governance initiatives has been resisted by a functional group requesting more autonomy over technology choices. Which of the following is MOST important to accommodate this need for autonomy?

- A. Continuous improvement processes
- B. Documentation of key management practices
- C. An exception management process
- D. A change control process

Answer: D

NEW QUESTION 269

The CEO of a large enterprise has announced the commencement of a major business expansion that will double the size of the organization. IT will need to support the expected demand expansion. What should the CIO do FIRST?

- A. Review the resource utilisation matrix.
- B. Recruit IT resources based on the expansion decision.
- C. Embed IT personnel in the business units.
- D. Update the IT strategic plan to align with the decision.

Answer: D

NEW QUESTION 274

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

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

Answer: D

NEW QUESTION 278

An analysis of an organization's security breach is complete. The results indicate that the quality of the code used for updates to its primary customer-facing software has been declining and security flaws were introduced. The FIRST IT governance action to correct this problem should be to review:

- A. compliance with the user testing process.
- B. the change management control framework.
- C. the qualifications of developers to write secure code.
- D. the incident response plan.

Answer: B

NEW QUESTION 282

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 286

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

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

Answer: B

NEW QUESTION 290

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 291

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 295

Which of the following is the BEST way to maximize the value of an enterprise's information asset base?

- A. Seek additional opportunities to leverage existing information assets .
- B. Facilitate widespread user access to all information assets
- C. Regularly purge information assets to minimize maintenance costs
- D. Implement an automated information management platform

Answer: D

NEW QUESTION 299

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 301

Which of the following BEST facilitates the standardization of IT vendor selection?

- A. Cost-benefit analysis
- B. Contract management office

- C. Service level agreements (SLAs)
- D. Procurement framework

Answer: D

NEW QUESTION 306

Which of the following should be established FIRST so that data owners can consistently assess the level of data protection needed across the enterprise?

- A. Data encryption program
- B. Data risk management program
- C. Data retention policy
- D. Data classification policy

Answer: D

NEW QUESTION 309

An enterprise has performed a business impact analysis (BIA) considering a number of risk scenarios Which of the following should the enterprise do NEXT?

- A. Perform a risk controls gap analysis
- B. Update the disaster recovery plan (DRP)
- C. Verify compliance with relevant legislation
- D. Assess risk mitigation strategies

Answer: A

NEW QUESTION 314

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 316

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

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

Answer: B

NEW QUESTION 321

An enterprise's chief information officer (CIO) has been receiving complaints from business executives regarding the amount their units are being charged for IT services. To maintain a good relationship with business peers, the CIO wants to be responsive to these complaints. To address this issue, the FIRST step should be to:

- A. agree to reduce charge rates and improve relationship management with the business.
- B. look into outsourcing of support functions to drive down the cost structure.
- C. ask the chief financial officer (CFO) about budget revisions for the business units' IT expenditures.
- D. quantify consumption and service level agreement (SLA) achievements per business unit.

Answer: D

NEW QUESTION 326

An enterprise will be adopting wearable technology to improve business performance Which of the following would be the BEST way for the CIO to validate IP's preparedness for this initiative?

- A. Request an enterprise architecture (EA) review.
- B. Request reprioritization of the IT portfolio.
- C. Perform a baseline business value assessment
- D. Identify the penalties for noncompliance.

Answer: C

NEW QUESTION 331

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

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

Answer: D

NEW QUESTION 334

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

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

Answer: B

NEW QUESTION 335

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 340

Which of the following should be the PRIMARY consideration for an enterprise when prioritizing IT projects?

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

Answer: D

NEW QUESTION 345

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 349

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 350

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 352

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 354

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 359

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 360

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

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

Answer: B

NEW QUESTION 365

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 369

The board of directors of a large organization has directed IT senior management to improve IT governance within the organization. IT senior management's MOST important course of action should be to:

- A. understand the driver that led to a desire to change.
- B. assess the current slate of IT governance within the organization.
- C. review IT strategy and direction.
- D. analyze IT service levels and performance.

Answer: B

NEW QUESTION 371

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 375

Which of the following provides the BEST information to assess the effective alignment of IT investments?

- A. IT balanced scorecard
- B. Net present value (NPV).
- C. IT delivery time metrics
- D. Total cost of ownership (TCO)

Answer: A

NEW QUESTION 380

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 382

A CEO determines the enterprise is lagging behind its competitors in consumer mobile offerings, and mandates an aggressive rollout of several new mobile services within the next 12 months. To ensure the IT organization is capable of supporting this business objective, what should the CIO do FIRST?

- A. Request an assessment of current in-house mobile technology skills.
- B. Create a sense of urgency with the IT team that mobile knowledge is mandatory.
- C. Procure contractors with experience in mobile application development.
- D. Task direct reports with creating training plans for their teams.

Answer: A

NEW QUESTION 385

When developing an IT training plan, which of the following is the BEST way to ensure that resource skills requirements are identified?

- A. Extract training requirements from deficiencies reported in customer service satisfaction surveys.
- B. Ask managers to determine IT training requirements annually.
- C. Determine training needs based on the capabilities to support the IT strategy.
- D. Survey employees for IT skills requirements based upon technology trends.

Answer: C

NEW QUESTION 388

Which of the following would be the BEST way for an IT steering committee to monitor the adoption of a new enterprise IT strategy?

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

Answer: A

NEW QUESTION 391

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 392

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 395

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 396

Which of the following is the BEST indication of effective IT-business strategic alignment?

- A. Business management is involved as IT strategies are developed.
- B. IT senior management is required to report to the board.
- C. Business strategy is documented to allow IT architecture to be designed quickly.
- D. IT-business collaboration results in a strategy focused on IT cost reduction.

Answer: A

NEW QUESTION 401

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 403

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 408

Which of the following BEST facilitates governance oversight of data protection measures?

- A. Information ownership
- B. Information classification
- C. Information custodianship
- D. Information life cycle management

Answer: B

NEW QUESTION 411

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 416

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 420

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 421

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 424

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 427

The responsibility for the development of a business continuity plan (BCP) is BEST assigned to the:

- A. business risk manager.
- B. business owner.
- C. chief executive officer (CEO).
- D. IT systems owner.

Answer: A

NEW QUESTION 431

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 432

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