

# Isaca

## Exam Questions CGEIT

ISACA CGEIT Certification Practice Test



#### NEW QUESTION 1

Which of the following BEST indicates that a change management process has been implemented successfully?

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

**Answer: C**

#### NEW QUESTION 2

An enterprise-wide strategic plan has been approved by the board of directors. Which of the following would BEST support the planning of IT investments required for the enterprise?

- A. Service-oriented architecture
- B. Enterprise architecture (EA)
- C. Contingency planning
- D. Enterprise balanced scorecard

**Answer: B**

#### NEW QUESTION 3

An enterprise is planning to outsource data processing for personally identifiable information (PII). When is the MOST appropriate time to define the requirements for security and privacy of information?

- A. When issuing requests for proposals (RFPs)
- B. After an assessment of the current information architecture .
- C. When developing service level agreements (SLAs)
- D. During the initial vendor selection process

**Answer: A**

#### NEW QUESTION 4

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 5

Which of the following is the BEST approach to assist an enterprise in planning for iT-enabled investments?

- A. Enterprise architecture (EA) .
- B. IT process mapping
- C. Task management
- D. Service level management

**Answer: A**

#### NEW QUESTION 6

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 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**

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

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

**Answer: A**

**NEW QUESTION 9**

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 10**

An enterprise is planning to replace multiple enterprise resource planning (ERP) systems at various regions with one company-wide ERP system. The main objective of this change is to achieve economies of scale efficiencies resulting in cost reductions. To meet this objective, what is the BEST approach in the planning phase of the project?

- A. Implement an ERP system on shared resources with the lowest cost.
- B. Minimize customization by standardizing ERP processes across regions.
- C. Adopt a best in breed web-based architecture for the ERP system.
- D. Use a service provider to evaluate and implement the new ERP processes.

**Answer: B**

**NEW QUESTION 10**

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

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

**Answer: C**

**NEW QUESTION 14**

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 17**

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 22**

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

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

**Answer: D**

**NEW QUESTION 25**

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 30**

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 32**

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 33**

An IT steering committee wants to select a disaster recovery site based on available risk data. Which of the following would BEST enable the mapping of cost to risk?

- A. Key risk indicators (KRIs)
- B. Scenario-based assessment
- C. Business impact analysis (BIA)
- D. Qualitative forecasting

**Answer: B**

**NEW QUESTION 38**

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 42**

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

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

**Answer: C**

**NEW QUESTION 43**

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 44**

Supply chain management has established a supplier policy requiring multiple technology suppliers. What is the BEST way to ensure the success of this policy?

- A. Identify and select suppliers based on cost.
- B. Align the vendor selection process with the security policy.
- C. Implement a master service agreement.
- D. Align enterprise architecture (EA) and procurement strategies.

**Answer: D**

**NEW QUESTION 49**

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

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

**Answer: A**

**NEW QUESTION 53**

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 55**

Which of the following is the MOST effective way to manage risks within the enterprise?

- A. Assign individuals responsibilities and accountabilities for management of risks.
- B. Make staff aware of the risks in their area and risk management techniques.
- C. Provide financial resources for risk management systems.
- D. Document procedures and reporting processes.

**Answer: A**

**NEW QUESTION 56**

A CIO of an enterprise is concerned that IT and the business have different priorities. Which of the following would BEST demonstrate the current state of strategic alignment?

- A. IT maturity model
- B. Business case
- C. Balanced scorecard
- D. IT investment status

**Answer: C**

**NEW QUESTION 58**

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**

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 64**

An IT department outsourced application support and negotiated service level agreements (SLAs) directly with the vendor. Although the vendor met the SLAs, business owner expectations are not met and senior management cancels the contract. This situation can be avoided in the future by:

- A. improving the business requirements gathering process

- B. improving the negotiation process for service level agreements (SLAs)
- C. implementing a vendor performance scorecard
- D. assigning responsibility for vendor management

**Answer:** A

**NEW QUESTION 66**

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 70**

A major data leakage incident at an enterprise has resulted in a mandate to strengthen and enforce current data governance practices. Which of the following should be done FIRST to achieve this objective?

- A. Assess data security controls.
- B. Review data logs.
- C. Analyze data quality.
- D. Verify data owners.

**Answer:** A

**NEW QUESTION 71**

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 76**

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

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

**Answer:** D

**NEW QUESTION 77**

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 78**

Which of the following is the PRIMARY purpose of information governance?

- A. To develop control procedures that help ensure information is adequately protected throughout its life cycle
- B. To monitor the processes that deliver and enhance the value of information assets
- C. To set direction for information management capabilities through prioritization and decision making
- D. To ensure regulatory compliance is maintained while optimizing the utilization of information

**Answer:** A

**NEW QUESTION 80**

A business has outsourced IT operations to several third-party providers, but service level agreements (SLAs) are not clearly defined in all cases. Which of the following is the GREATEST risk to the business?

- A. Costs are not measurable.
- B. Third parties could provide overlapping services.
- C. The scope of work is not clearly defined.
- D. Quality of services is not enforceable.

**Answer: D**

**NEW QUESTION 83**

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 88**

Which of the following should be the PRIMARY goal of implementing an IT strategic planning process?

- A. Determining benefits from IT deployments
- B. Optimizing IT resources to drive innovation
- C. Directing business strategy to achieve goals
- D. Translating business needs into IT initiatives

**Answer: D**

**NEW QUESTION 92**

When implementing an IT governance framework, which of the following would BEST ensure acceptance of the framework?

- A. Factoring in the effects of enterprise culture
- B. Using subject matter experts
- C. Using industry-accepted practices
- D. Complying with regulatory requirements

**Answer: A**

**NEW QUESTION 95**

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

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

**Answer: D**

**NEW QUESTION 97**

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 100**

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 103**

Which of the following is MOST important for an enterprise to review when classifying information assets?

- A. Procedures for information handling
- B. Requirements for information retention.
- C. Media used for storage and backup
- D. Impact of information exposure

**Answer: D**

**NEW QUESTION 106**

An audit report has revealed that data scientists are analyzing sensitive "big data" files using an offsite cloud because corporate servers do not have the necessary processing capabilities. A review of policies indicates this practice is not prohibited. Which of the following should be the FIRST strategic action to address the report?

- A. Authorize a risk analysis of the practice.
- B. Update data governance practices.
- C. Revise the information security policy.
- D. Recommend the use of a private cloud.

**Answer: A**

**NEW QUESTION 107**

Reviewing which of the following should be the FIRST step when evaluating the possibility of outsourcing an IT system?

- A. Outsourcing strategy
- B. Outsourced business processes
- C. Service level agreements (SLAs)
- D. IT staff skill sets

**Answer: A**

**NEW QUESTION 111**

A large organization with branches across many countries is in the midst of an enterprise resource planning (ERP) transformation. The IT organization receives news that the branches in a country where the impact to the enterprise is to be greatest are being sold. What should be the NEXT step?

- A. Update the ERP business case and re-evaluate the ROI.
- B. Cancel the ERP transformation and re-allocate project funds.
- C. Adjust the ERP implementation plan and budget.
- D. Continue with the ERP migration according to plan.

**Answer: A**

**NEW QUESTION 113**

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 117**

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

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

**Answer: B**

**NEW QUESTION 120**

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

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

**Answer: B**

**NEW QUESTION 122**

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**

The use of new technology in an enterprise will require specific expertise and updated system development processes. There is concern that IT is not properly sourced. Which of the following should be the FIRST course of action?

- A. Perform a risk assessment on potential outsourcing.
- B. Update the enterprise architecture (EA) with the new technology.
- C. Review the IT balanced scorecard for sourcing opportunities.
- D. Assess the gap between current and required staff competencies.

**Answer: D**

**NEW QUESTION 130**

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 135**

An enterprise embarked on an aggressive strategy requiring the implementation of several large IT projects impacting multiple business processes across all departments. Initially employees were supportive of the strategy, but there is growing fatigue and frustration with the ongoing new capabilities which must be learned. Which of the following would be the BEST action performed by senior management?

- A. Incorporate an organizational change management program.
- B. Establish "Reward and Recognition" efforts to boost employee morale.
- C. Improve the system development life cycle (SDLC) process.
- D. Assess current business and IT competencies.

**Answer: B**

**NEW QUESTION 138**

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 140**

Which of the following is the PRIMARY consideration when developing an information asset management program?

- A. Operational requirements
- B. Industry best practice
- C. Cost benefit
- D. Regulatory requirements

**Answer: A**

**NEW QUESTION 141**

Senior management is reviewing the results of a recent security incident with significant business impact. Which of the following findings should be of GREATEST concern?

- A. Significant gaps are present in the incident documentation.
- B. The incident was not logged in the ticketing system.
- C. Response decisions were made without consulting the appropriate authority.
- D. Response efforts had to be outsourced due to insufficient internal resources.

**Answer: C**

**NEW QUESTION 144**

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 149**

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 150**

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 155**

Which of the following should be the MAIN governance focus when implementing a newly approved bring your own device (BYOD) policy?

- A. Recommending mobile applications that will increase business productivity
- B. Training employees on the enterprise's chosen mobile device management system
- C. Educating employees on the increased IT security risk to the enterprise
- D. Understanding knowledge gaps of IT employees to support different mobile platforms

Answer: C

**NEW QUESTION 156**

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 158**

An enterprise has launched a series of critical new IT initiatives that are expected to produce substantial value Which of the following would BEST provide the board with an indication of progress of the IT initiatives?

- A. Portfolio management review
- B. Full life cycle cost-benefit analysis
- C. Demonstration of prototype and user testing
- D. Critical risk and issue walk-through

Answer: A

**NEW QUESTION 163**

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 164**

Which of the following is the MOST important attribute of an information steward?

- A. The information steward manages the systems that process the relevant data.
- B. The information steward has expertise in managing data quality systems.
- C. The information steward is closely aligned with the business function.
- D. The information steward is part of the information architecture group.

Answer: A

**NEW QUESTION 165**

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

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

**Answer: D**

**NEW QUESTION 167**

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

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

**Answer: D**

**NEW QUESTION 171**

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

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

**Answer: C**

**NEW QUESTION 174**

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 179**

A newly established IT steering committee is concerned whether a system is meeting availability objectives. Which of the following will provide the BEST information to make an assessment?

- A. Balanced scorecard
- B. Capability maturity levels
- C. Performance indicators
- D. Critical success factors (CSFs)

**Answer: C**

**NEW QUESTION 183**

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 188**

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

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

**Answer: C**

**NEW QUESTION 193**

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

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

**Answer: A**

**NEW QUESTION 197**

An IT risk assessment for a large healthcare group revealed an increased risk of unauthorized disclosure of information. Which of the following should be established FIRST to address the risk?

- A. Data encryption tools
- B. Data loss prevention tools
- C. Data classification policy
- D. Data retention policy

**Answer: C**

**NEW QUESTION 199**

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 200**

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 204**

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 207**

The board and senior management of a new enterprise recently met to formalize an IT governance framework. The board of directors' FIRST step in implementing IT governance is to ensure that:

- A. an IT balanced scorecard is implemented.
- B. a portfolio of IT-enabled investments is developed.
- C. IT roles and responsibilities are established.
- D. IT policies and procedures are defined.

**Answer: C**

**NEW QUESTION 208**

The IT department has determined that problems with a business report are due to quality issues within a set of data To whom should IT refer the matter for resolution?

- A. Internal audit
- B. Data architect
- C. Business analyst
- D. Data steward

**Answer: D**

**NEW QUESTION 209**

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 210**

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 213**

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

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

**Answer: D**

**NEW QUESTION 218**

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 221**

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 223**

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 225**

The results of an internal audit show that the business and IT acquire resources differently, which causes duplicate purchases. Which of the following is the BEST way to address this issue?

- A. Align IT objectives to the business procurement process.
- B. Involve business in IT procurement decisions.
- C. Establish a centralized procurement approval process.
- D. Define roles and responsibilities through a RAG chart

**Answer: D**

**NEW QUESTION 227**

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 232**

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

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

**Answer: C**

**NEW QUESTION 237**

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 241**

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

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

**Answer: B**

**NEW QUESTION 246**

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 247**

Which of the following is the BEST outcome measure to determine the effectiveness of IT risk management processes?

- A. Frequency of updates to the IT risk register
- B. Time lag between when IT risk is identified and the enterprise's response
- C. Number of events impacting business processes due to delays in responding to risks
- D. Percentage of business users satisfied with the quality of risk training

**Answer: C**

**NEW QUESTION 252**

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 253**

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 254**

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

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

**Answer:** A

**NEW QUESTION 255**

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 258**

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 260**

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 261**

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