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Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

NEW QUESTION 1
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 2
Which of the following would be MOST important to update if a decision is made to ban end user-owned devices in the workplace?

A. Employee nondisclosure agreement
B. Enterprise risk appetite statement
C. Enterprise acceptable use policy
D. Orientation training materials

Answer: C

NEW QUESTION 3
An enterprise is replacing its customer relationship management (CRM) system with a cloud-based system. Which of the following should be done FIRST when preparing for data migration"*

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

Answer: B

NEW QUESTION 4
From a governance perspective, which of the following roles is MOST important for an enterprise to keep in-house?

A. Information auditor
B. Information architect
C. Information steward
D. Information analyst

Answer: A

NEW QUESTION 5
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 6
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 7
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 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
When developing an IT strategic plan that supports an enterprise's business goals which of the following should be done FIRST?

A. Ensure that IT drives business goals
B. Analyze benchmarking data
C. Understand the current vision
D. Perform a business impact analysis (BIA)

Answer: C

NEW QUESTION 10
An enterprise considers implementing a system that uses a technology that is not in line with its IT strategy. The business case indicates significant benefit to the enterprise. Which of the following is the BEST way to manage this situation within an IT governance framework?

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

Answer: B

NEW QUESTION 10
Which of the following would be the BEST way to facilitate the successful adoption of a new technology across the enterprise?

A. Ensure the use of a business case
B. Review business goals.
C. Establish an IT balanced scorecard.
D. Highlight the risk the new technology will address.

Answer: A

NEW QUESTION 13
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 16
An enterprise has decided to utilize a cloud vendor for the first time to provide email as a service, eliminating in-house email capabilities. Which of the following IT strategic actions should be triggered by this decision?

A. Develop a data protection awareness education training program.
B. Monitor outgoing email traffic for malware.
C. Implement a data classification and storage management tool.
D. Update and communicate data storage and transmission policies.

Answer: A

NEW QUESTION 19
Which of the following is the MOST important consideration when developing a new IT service'?

A. Return on investment (ROI)
B. Resource requirements.
C. Service level agreements (SLAs)
D. Economies of scale

Answer: A

NEW QUESTION 24
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 29

A global financial institution has decided to integrate data from branch locations into a common database to address regulatory reporting requirements. Analysis of data flows and the full data life cycle should be conducted at which level?

A. Transaction level
B. Enterprise level
C. Branch level
D. Department level

Answer: A

NEW QUESTION 30

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

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

Answer: A

NEW QUESTION 34

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 36

A financial institution with a highly regarded reputation for protecting customer interests has recently
deployed a mobile payments program. Which of the following key risk indicators (KRIs) would be of MOST interest to the CIO?

A. Number of failed software updates on mobile devices
B. Percentage of incomplete transactions
C. Failure rate of point-of-sale systems
D. Total volume of suspicious transactions

Answer: D

NEW QUESTION 40

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

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

Answer: B

NEW QUESTION 42

An enterprise is planning a transformation initiative by leveraging emerging technology that will have a significant impact on existing products and services Which of the following is the BEST way for IT to prepare for this change?

A. Use a balanced scorecard to measure IT outcomes.
B. Analyze emerging technology products and related training needs.
C. Procure appropriate resources to support emerging technology
D. Assess the impact on the existing IT strategy

Answer: A

NEW QUESTION 43

An enterprise has identified potential environmental disasters that could occur in the area where its data center is located. Which of the following should be done NEXT?

A. Implement an early warning detection and notification system.
B. Assess the likelihood and impact on the data center.
C. Relocate the data center to minimize the threat.
D. Assess how the data center is protected against the threat.

Answer: B

NEW QUESTION 45
Which of the following is the MOST important input for the development of a human resources strategy to address IT skill gaps?

A. Training budget allocated for IT staff
B. Training effectiveness reports
C. Technology direction of the enterprise
D. A recent IT skills matrix

Answer: D

NEW QUESTION 50
An enterprise is developing several consumer-based services using emerging technologies involving sensitive personal data. The CIO is under pressure to ensure the enterprise is first to market, but security scan results have not been adequately addressed. Reviewing which of the following will enable the CIO to make the BEST decision for the customers?

A. Acceptable use policy
B. Risk register
C. Ethics standards
D. Change management policy

Answer: B

NEW QUESTION 54
As part of the implementation of IT governance, the board of an enterprise should establish an IT strategy committee to:

A. provide input to and ensure alignment of the enterprise and IT strategies.
B. ensure IT risks inherent in the enterprise strategy implementation are managed
C. drive IT strategy development and take responsibility for implementing the IT strategy.
D. assume governance accountability for the business strategy on behalf of the board

Answer: A

NEW QUESTION 58
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 62
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 66
An enterprise's information security function is making changes to its data retention and backup policies. Which of the following presents the GREATEST risk?

A. Business data owners were not consulted.
B. The new policies Increase the cost of data backups.
C. Data backups will be hosted at third-party locations.
D. The retention period for data backups is Increased.

Answer: A

NEW QUESTION 70
Results of an enterprise's customer survey indicate customers prefer using mobile applications. However, this same survey shows the enterprise's mobile applications are considered inferior compared to legacy browser-based applications. Which of the following should be the FIRST step in creating an effective long-term mobile application strategy?

A. Establish service level agreements (SLAs) with the development team.

B. Identify key risks and mitigation strategies for mobile applications.
C. Implement key performance indicators (KPIs) that include application quality.
D. Identify business requirements concerning mobile applications.

Answer: D

NEW QUESTION 75
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 80
The board of a start-up company has directed the CIO to develop a technology resource acquisition and management policy. Which of the following should be the MOST important consideration during the development of this policy?

A. Enterprise growth plans
B. Industry best practices
C. Organizational knowledge retention
D. IT staff competencies

Answer: A

NEW QUESTION 81
Which of the following BEST reflects mature risk management in an enterprise?

A. A regularly updated risk register
B. Ongoing risk assessment
C. Ongoing investment in risk mitigation
D. Responsive risk awareness culture

Answer: D

NEW QUESTION 85
Which of the following should be the FIRST step in updating an IT strategic plan?

A. Revise the enterprise architecture (EA).
B. Review IT performance objectives and indicators.
C. Evaluate IT capabilities and resources.
D. Identify changes in enterprise goals.

Answer: D

NEW QUESTION 88
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 committees 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 89
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 90
An IT manager is trying to determine optimal IT service levels. Which of the following should be the PRIMARY consideration?

A. Internal rate of return
B. Recovery time objective (RTO)
C. Cost-benefit analysis
D. Resource utilization analysis

Answer: C

NEW QUESTION 95
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 96
The use of an enterprise architecture (EA) framework BEST supports IT governance by providing:

A. key information for IT service level management.
B. reference models to align IT with business.
C. IT standards for application development
D. business information for IT capacity planning.

Answer: D

NEW QUESTION 100
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 104
Which of the following BEST lowers costs and improves scalability from an IT enterprise architecture (EA) perspective?

A. Cost management
B. IT strategic sourcing
C. Standardization
D. Business agility

Answer: C

NEW QUESTION 109
A regulatory audit assessed an enterprise's main transactional application as noncompliant. In addition to fines and required corrections, an agreement was reached to implement a set of governance controls over IT. Accountability for these controls is BEST assigned to which of the following?

A. CIO
B. Internal audit director
C. Application users
D. The board of directors

Answer: D

NEW QUESTION 111
What is the PRIMARY objective for performing an IT due diligence review prior to the acquisition of a competitor?

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

Answer: C

NEW QUESTION 113
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 118
Which of the following would provide the MOST useful information to understand the associated risks when implementing a new digital transformation strategy?

A. Risk policy
B. Risk framework
C. Risk heat map
D. Risk register

Answer: B

NEW QUESTION 122
Before establishing IT key nsk indicators (KRIs) which of the following should be defined FIRST?

A. IT resource strategy
B. IT risk and secunty framework
C. IT goals and objectives
D. IT key performance indicators (KPIs)

Answer: C

NEW QUESTION 125
Which of the following roles should be responsible for data normalization when it is found that a new system includes duplicates of data items?

A. Business system owner
B. Data steward
C. Database administrator (DBA)
D. Application manager

Answer: C

NEW QUESTION 127
An enterprise plans to expand into new markets in countries lacking data privacy regulations, increasing risk exposure. Which of the following is the BEST course of action for the CIO?

A. Identify business risk appetite and tolerance levels.
B. Quantify the risk impact and evaluate possible countermeasures.
C. Limit the personal data available to the high-risk countries.
D. Mandate the strengthening of user access controls.

Answer: A

NEW QUESTION 131
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 135
The FIRST step in aligning resource management to the enterprise's IT strategic plan would be to

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

Answer: C

NEW QUESTION 140
Which of the following IT governance practices would BEST support IT and enterprise strategic alignment?

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

Answer: C

NEW QUESTION 145
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 146
Which of the following is the MOST valuable input when quantifying the loss associated with a major risk event?

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

Answer: C

NEW QUESTION 147
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 150
A rail transport company has the worst on-time arrival record in the industry due to an antiquated IT system that controls scheduling. Despite employee resistance, an initiative lo upgrade the technology and related processes has been approved. To maximize employee engagement throughout the project, which of the following should be in place prior to the start of the initiative?

A. Procurement management plan
B. Organizational change management plan
C. Risk response plan
D. Resource management plan

Answer: B

NEW QUESTION 155
Enterprise leadership is concerned with the potential for discnmination against certain demographic groups resulting from the use of machine learning models What should be done FIRST to address this concern?

A. Obtain stakeholders' input regarding the ethics associated with machine learning
B. Revise the code of conduct to discourage bias within automated processes
C. Develop a machine learning policy articulating guidelines for machine learning use
D. Assess recent case law related to the enterprise's machine learning business strategy

Answer: C

NEW QUESTION 160
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 163
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 166
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. Identity 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 171
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 174
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 178
The PRIMARY benefit of integrating IT resource planning into enterprise strategic planning is that it enables the enterprise to:

A. allocate resources efficiently to achieve desired goals.
B. adjust business goals depending upon resource availability.
C. prioritize resource allocation based on sourcing strategy.
D. develop tactical plans to achieve resource optimization.

Answer: A

NEW QUESTION 182
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 187
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 tor potential incidents.
D. review retention requirements for source information.

Answer: D

NEW QUESTION 189
The CIO of an international enterprise is considering the use of an offshore cloud service provider to store customer data. Which of the following should be the MOST important consideration when making this decision?

A. IT service delivery roles and responsibilities
B. Compliance with applicable legislation
C. Likelihood of natural disasters
D. The cloud service provider's reputation

Answer: B

NEW QUESTION 191
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 194
An enterprise can BEST assess the benefits of a new IT project through its life cycle by:

A. calculation of the total cost of ownership.
B. periodic review of the business case.
C. periodic measurement of the project slip rate.
D. calculation of the net present value (NPV).

Answer: A

NEW QUESTION 198
Which of the following is the BEST way for an organization to minimize the difference between expected and delivered services when acquiring resources?

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

Answer: A

NEW QUESTION 201
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 204
An enterprise wishes to establish key risk indicators (KRIs) in an effort to better manage IT risk. Which of the following should be identified FIRST?

A. Risk mitigation strategies
B. Enterprise architecture (EA) components
C. The enterprise risk appetite
D. Key performance metrics

Answer: C

NEW QUESTION 209
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 seventy of each IT risk
C. Financial losses and bad press releases
D. Customer and stakeholder complaints over time

Answer: A

NEW QUESTION 211
Which of the following should IT governance mandate before any transition of data from a legacy system to a new technology platform?

A. Data conversion has documented approvals from business process data owners.
B. Data conversion is performed in a test environment to confirm correctness
C. Control totals of key transaction values are matched with data converted for migration.
D. A crisis management plan has been approved by the IT steering committee

Answer: C

NEW QUESTION 212
Which of the following is the BEST course of action to enable effective resource management?

A. Conduct an enterprise risk assessment.
B. Implement a cross-training program.
C. Assign resources based on business priorities.
D. Assign resources based on risk appetite.

Answer: B

NEW QUESTION 217
The CIO of an enterprise learns the payroll server of a competitor has been the victim of ransomware. To help plan for the possibility of ransomed corporate data, what should be the CIO's FIRST course of action?

A. Require development of key risk indicators (KRIs).
B. Develop a policy to address ransomware.
C. Request a targeted risk assessment.
D. Back up corporate data to a secure location.

Answer: C

NEW QUESTION 222
An enterprise wants to address the human factors of social engineering risk within the organization. From a governance perspective, which of the following is the BEST way to mitigate this risk?

A. Distribute the social media information security policy to staff.
B. Mandate annual security awareness training.
C. Restrict access to social media.
D. Mandate security requirements be included in employee contracts.

Answer: B

NEW QUESTION 227
While assessing the feasibility of introducing new IT practices and standards into the IT governance framework, it is CRITICAL to understand an organization's:

A. culture.
B. level of outsourcing.
C. enterprise architecture (EA).
D. maturity of IT processes.

Answer: C

NEW QUESTION 230
A large retail chain realizes that while there has not been any loss of data, IT security has not been a priority and should become a key goal for the enterprise. What should be the FIRST high-level initiative for a newly created IT strategy committee in order to support this business goal?

A. Identifying gaps in information asset protection
B. Defining data archiving and retrieval policies
C. Recruiting and training qualified IT security staff
D. Modernizing internal IT security practices

Answer: A

NEW QUESTION 231
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 236
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 240
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 241
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 245
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 250
IT security is concerned with employees' increasing use of personal equipment for work-related purposes, while employees claim it allows them to be more productive. A decision on whether to modify the enterprise information security policy should be based on:

A. audit findings.
B. user access approval procedures.
C. the impact to security.
D. a risk and benefit evaluation.

Answer: D

NEW QUESTION 255
Which of the following is the BEST method to monitor IT governance effectiveness?

A. Service level management
B. Balanced scorecard
C. Risk control self-assessment (CSA)
D. SWOT analysis

Answer: B

NEW QUESTION 258
From a governance perspective, the PRIMARY goal of an IT risk optimization process should be to ensure:

A. IT risk thresholds are defined in the enterprise architecture (EA).
B. the IT risk mitigation strategy is approved by management.
C. IT risk is mapped to the balanced scorecard.
D. the impact of IT risk to the enterprise is managed.

Answer: D

NEW QUESTION 259
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 261
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 262

An IT strategy committee wants to ensure that a risk program is successfully implemented throughout the enterprise. Which of the following would BEST support this goal?

A. A risk management framework
B. Mandatory risk awareness courses for staff
C. A risk recognition and reporting policy
D. Commitment from senior management

Answer: D

NEW QUESTION 265
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 270
Of the following, who is PRIMARILY responsible for applying frameworks for the governance of IT to balance the need for security controls with business requirements?

A. Data scientists
B. Data stewards
C. Data analysts
D. Data processors

Answer: B

NEW QUESTION 273
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 278
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 280
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 283
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 287
Which of the following is the BEST indication that information security requirements are taken into consideration when developing IT processes?

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

Answer: B

NEW QUESTION 289
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 291
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 295
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 298
When deciding to develop a system with sensitive data, which of the following is MOST important to include in a business case?

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

Answer: D

NEW QUESTION 299
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 303
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 305
Which of the following represents the GREATEST challenge to implementing IT governance?

A. Determining the best practice to follow
B. Planning the project itself

C. Developing a business case
D. Applying behavioral change management

Answer: D

NEW QUESTION 307
Of the following, who should approve the criteria for information quality within an enterprise?

A. Information architect
B. Information analyst
C. Information steward
D. Information owner

Answer: D

NEW QUESTION 309
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 312
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 313
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 317
Which of the following is the PRIMARY element in sustaining an effective governance framework?

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

Answer: B

NEW QUESTION 318
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 323
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 328
An enterprise has made the strategic decision to reduce operating costs for the next year and is taking advantage of cost reductions offered by an external cloud service provider. Which of the following should be the IT steering committee's PRIMARY concern?

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

Answer: B

NEW QUESTION 332
A strategic systems project was implemented several months ago. Which of the following is the BEST reference for the IT steering committee as they evaluate its level of success?

A. Stakeholder satisfaction surveysB The project's net present value (NPV)
B. The project's business case
C. Operating metrics of the new system

Answer: A

NEW QUESTION 336
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 338
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 343
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 347
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 351
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 356
An airline wants to launch a new program involving the use of artificial intelligence (AI) and machine learning The mam objective of the program is to use customer behavior to determine new routes and markets Which of the following should be done NEXT?

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

Answer: A

NEW QUESTION 361
A global enterprise is experiencing an economic downturn and is rapidly losing market share. IT senior management is reassessing the core activities of the business, including IT, and the associated resource implications. Management has decided to focus on its local market and to close international operations. A critical issue from a resource management perspective is to retain the most capable staff. This is BEST achieved by:

A. reviewing current goals-based performance appraisals across the enterprise.
B. ranking employees across the enterprise based on their compensation.
C. ranking employees across the enterprise based on length of service.
D. retaining capable staff exclusively from the local market.

Answer: D

NEW QUESTION 364
An enterprise is contracting with an outsourcing partner for a long-term engagement. The BEST time for the enterprise to plan for the event of contract termination is when:

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

Answer: C

NEW QUESTION 366
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 367
An enterprise has learned of a new regulation that may impact delivery of one of its core technology services Which of the following should the 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 370
What is the BEST criterion for prioritizing IT risk remediation when resource requirements are equal?

A. Deviation from IT standards
B. IT strategy alignment
C. IT audit recommendations
D. Impact on business

Answer: D

NEW QUESTION 375
The BEST way to decide how to prioritize issues identified in an IT risk and control self-assessment (CSA) is to understand the risk and:

A. impact to the enterprise.
B. criticality of IT services affected.
C. number of IT systems affected.
D. funds required for remediation.

Answer: A

NEW QUESTION 380
An enterprise's service center is experiencing long delays in fulfilling !T service requests and very low customer satisfaction. The BEST way to determine if staff competency is the root cause of these performance problems is to compare required staff competencies with:

A. certification requirements.
B. current skills inventory.
C. training program completions.
D. hiring and staffing practices.

Answer: B

NEW QUESTION 382
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 m 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 387
The BEST way for a CIO to monitor the alignment between the business and IT strategy is to regularly review

A. key risk indicators (KRIs)
B. IT services supporting business processes
C. the balanced scorecard
D. the risk register

Answer: B

NEW QUESTION 390
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 394
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 398
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 401
Senior management wants to promote investment in IT, but is uncertain that associated risks are being properly identified. The BEST way to address this concern is to:

A. engage an external consultant to develop risk scenarios.
B. appoint an IT representative to the business risk committee.
C. assign an IT cost controller to the finance department.
D. ensure business cases are developed by IT.

Answer: D

NEW QUESTION 405
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 406
An internal audit revealed a widespread perception that the enterprise's IT governance reporting lacks transparency Which of the following should the CIO do FIRST?

A. Add stakeholder transparency metrics to the balanced scorecard
B. Develop a communication and awareness strategy
C. Meet with key stakeholders to understand their concerns
D. Adopt an industry-recognized template to standardize reports.

Answer: C

NEW QUESTION 407
The PRIMARY reason for using quantitative criteria in developing business cases for IT projects is to:

A. improve the process of evaluating returns after implementation.
B. benchmark project success with similar enterprises.
C. learn lessons from errors made in past projects.
D. apply other corporate standards to the development project.

Answer: A

NEW QUESTION 411
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 415
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 416
Which of the following is MOST important when an IT-enabled business initiative involves multiple business functions?

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

Answer: D

NEW QUESTION 421
Which of the following is the MOST effective means for IT management to report to executive management regarding the value of IT?

A. IT process maturity level
B. Cost-benefit analysis
C. Resource assessment
D. Balanced scorecard

Answer: A

NEW QUESTION 423
Which of the following is the MOST important reason to include internal audit as a stakeholder when establishing clear roles for the governance of IT?

A. Internal audit has knowledge and technical expertise to advise on IT infrastructure.
B. Internal audit is accountable for the overall enterprise governance of IT.
C. Internal audit implements controls over IT risks and security.
D. Internal audit provides input on relevant issues and control processes.

Answer: D

NEW QUESTION 427
After shifting from lease to purchase of IT infrastructure and software licenses, an enterprise has to pay for unexpected lease extensions causing significant cost overruns. The BEST direction for the IT steering committee would be to establish;

A. an end-of-life program to remove aging infrastructure from the environment.
B. budget cuts to compensate for the cost overruns.
C. a program to annually review financial policy on overruns.
D. a policy to consider total cost of ownership (TCO) in investment decisions.

Answer: A

NEW QUESTION 428
An enterprise is implementing a new IT governance program. Which of the following is the BEST way to increase the likelihood of its success?

A. The IT steering committee approves the implementation efforts.
B. The CIO communicates why IT governance is important to the enterprise.
C. Implementation follows an IT audit recommendation.
D. The CIO issues a mandate for adherence to the program.

Answer: A

NEW QUESTION 430
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 435
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 437
A newly hired CIO has been told the enterprise has an established IT governance process, but finds it is not being followed. To address this problem, the CIO should FIRST

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

Answer: A

NEW QUESTION 439
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 444
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 448
Which of the following is the MOST effective approach to ensure senior management sponsorship of IT risk management?

A. Benchmark risk framework against best practices.
B. Calculate financial impact for each IT risk finding.
C. Periodically review the IT risk register entries.
D. Integrate IT risk into enterprise risk management (ERM).

Answer: C

NEW QUESTION 452
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 456
An enterprise's internal audit group has scheduled a control review of a payroll system project but has been told to wait until the system is implemented. Which of the following is the GREATEST risk associated with the delay?

A. delay in the development of new key performance indicators (KPIs)
B. Continued dependency on compliant legacy systems
C. Increased cost to mitigate deficiencies
D. Lack of adherence to industry best practices

Answer: C

NEW QUESTION 459
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 460
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 463
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 464
The board of directors of an enterprise has approved a three-year IT strategic program to centralize the core business processes of its global entities into one core system. Which of the following should be the CIO's NEXT step?

A. Engage a team to perform a business impact analysis (BIA).

B. Require the development of a risk management plan.
C. Determine resource requirements for program implementation.
D. Require the development of a program roadmap.

Answer: D

NEW QUESTION 468
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 470
Business management is seeking assurance from the CIO that controls are in place to help minimize the risk of critical IT systems being unavailable during month-end financial processing. What is the BEST way to address this concern?

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

Answer: D

NEW QUESTION 472
An enterprise decides to accept the IT risk of a subsidiary located in another country even though it exceeds the enterprise's risk appetite. Which of the following would be the BEST justification for this decision?

A. Risk framework alignment
B. Local market common practices
C. Compliance with local regulations
D. Technical gaps among subsidiaries

Answer: C

NEW QUESTION 476
An enterprise has performed a business impact analysis (BIA) considering a number of risk scenarios Which of the following should the enterpnse 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 477
Following a strategic planning session, new IT objectives were announced. Which of the following is the MOST effective way for the CIO to ensure these objectives are cascaded to IT personnel?

A. Communicate the new IT objectives during a staff meeting.
B. Define individual performance measures related to the IT objectives.
C. Establish IT management's performance measures based on the IT objectives.
D. Update the IT balanced scorecard to align with the new IT objectives.

Answer: B

NEW QUESTION 482
Due to the recent introduction of personal data protection regulations, an enterprise is required to maintain its employee data in production systems only for a limited time. Which of the following is MOST important to review?

A. Asset retention policies
B. Information retention policies
C. Data archival policies
D. Data backup and restoration policies

Answer: C

NEW QUESTION 487
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 490
Which of the following are PRIMARY factors in ensuring the success of an enterprise quality assurance program?

A. Enterprise risk appetite and tolerance
B. Risk management and control frameworks
C. Continuous improvement plans
D. A process maturity framework and documented procedures

Answer: C

NEW QUESTION 495
The BEST way to ensure an IT steering committee meets enterprise objectives is to:

A. require a member of the committee to have IT governance expertise.
B. benchmark against industry best practices.
C. establish key performance indicators (KPIs).
D. have key business stakeholders represented on the committee.

Answer: D

NEW QUESTION 499
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 502
An enterprise is determining the objectives for an IT training improvement initiative from a governance prosoectic. it would be MOST important to ensure that:

A. policies and processes address both enterprise requirements and professional growth
B. courses of instruction that will maximize employee productivity are identified
C. several different training strategies are created for final approval by the CIO
D. IT employees are surveyed and interviewed to identify development needs

Answer: A

NEW QUESTION 503
Which of the following should be the FIRST action taken by a newly formed IT governance committee to ensure reports are compliant with regulations and identify key IT risks?

A. Direct the development of a reporting communication plan.
B. Develop and monitor IT key risk indicator (KRI) triggers.
C. Train end users on regulation requirements.
D. Implement a mechanism to ensure reporting escalation.

Answer: A

NEW QUESTION 506
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 507
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 510
Which of the following would be MOST useful for prioritizing IT improvement initiatives to achieve desired business outcomes?

A. Budget variance analysis
B. Enterprise architecture (EA)
C. IT skills matrix
D. Portfolio management

Answer: D

NEW QUESTION 513
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 517
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 521
Which of the following is the PRIMARY benefit of communicating the IT strategy across the enterprise?

A. On-time and on-budget delivery of strategic projects
B. Improvement in IT balanced scorecard performance
C. Optimization of IT investment in supporting business objectives
D. Reduced organizational resistance during strategy execution

Answer: D

NEW QUESTION 526
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 530
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 531
Which of the following groups should approve the implementation of new technology?

A. IT steering committee
B. IT audit department
C. Portfolio management office
D. Program management office

Answer: A

NEW QUESTION 532
Which of the following is the MOST important benefit of developing an information architecture model consistent with enterprise strategy?

A. It identifies information architecture priorities.
B. It support and facilitates decision making.
C. It enables information architecture roadmap updates.
D. It optimizes information delivery and storage costs.

Answer: B

NEW QUESTION 536
An enterprise wants to reduce the complexity of its data assets while ensuring impact to the business is minimized during the transition. Which of the following should be done FIRST?

A. Remove applications that are not aligned with the information architecture.
B. Review the information classification and retention policies
C. Review the information architecture.
D. Assess current information ownership.

Answer: C

NEW QUESTION 539
When selecting a vendor to provide services associated with a critical application which of the following is the MOST important consideration with respect to business continuity planning (BCP)?

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

Answer: B

NEW QUESTION 543
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 547
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 548
A business case indicates an enterprise would reduce costs by implementing a bring your own device (BYOD) program allowing employees to use personal devices for email. Which of the following should be the FIRST governance action?

A. Assess the enterprise architecture (EA).
B. Update the network infrastructure.
C. Update the BYOD policy.
D. Assess the BYOD risk.

Answer: D

NEW QUESTION 549
Which of the following should be the PRIMARY basis for establishing categories within an information classification scheme?

A. Information architecture
B. Industry standards
C. Information security policy
D. Business impact

Answer: D

NEW QUESTION 551

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

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

Answer: B

NEW QUESTION 555
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 560
In which of the following situations is it MOST appropriate to use a quantitative risk assessment?

A. There is a lack of accurate and reliable past and present risk data.
B. The risk assessment needs to be completed in a short period of time.
C. The objectivity of the risk assessment is of primary importance.
D. The risk assessment is needed for an IT project business case.

Answer: C

NEW QUESTION 564
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 569
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 571
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 573
A chief technology officer (CTO) wants to ensure IT governance practices adequately address risk management specific to mobile applications. To create the appropriate risk policies for IT, it is MOST important for the CTO to:

A. understand the enterprise's risk tolerance.
B. create an IT risk scorecard.
C. map the business goals to IT risk processes.
D. identify the mobile technical requirements.

Answer: A

NEW QUESTION 576
A new CIO has been charged with updating the IT governance structure. Which of the following is the MOST important consideration to effectively influence organizational and process change?

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

Answer: D

NEW QUESTION 580
Which of the following should be done FIRST when concerns have been identified regarding the financial viability of a potential software supplier?

A. Implement an escrow agreement
B. Perform a risk assessment
C. Include a right-to-audit clause in the contract
D. License the intellectual property

Answer: A

NEW QUESTION 584
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 587
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 589
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 594
Which of the following is the MOST important, characteristic of a well-defined information architecture?

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

Answer: B

NEW QUESTION 595
When establishing an enterprise data model, the BEST way to ensure the integrity of data is to:

A. classify information using an agreed-upon schema.
B. implement the highest level of protection to data across the enterprise.
C. establish a privileged access management platform.
D. implement a data loss prevention (DLP) program.

Answer: D

NEW QUESTION 600
Which of the following would provide the BEST input for prioritizing strategic IT improvement initiatives?

A. Business dependency assessment
B. Business process analysis
C. Business case evaluation
D. Business impact analysis (BIA)

Answer: D

NEW QUESTION 605
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 609
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 612
The BEST way to manage an outsourced vendor relationship is by:

A. conducting periodic risk assessments.
B. reviewing annual independent third-party reports.
C. providing clear objectives and transparency.
D. analyzing performance statistics from the vendor.

Answer: D

NEW QUESTION 615
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 617
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