

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

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

**Answer: C**

#### NEW QUESTION 3

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

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

**Answer: D**

#### NEW QUESTION 4

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

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

**Answer: D**

#### NEW QUESTION 5

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 6

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 7

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 8

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 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

Which of the following would be the BEST long-term solution to address the concern regarding loss of experienced staff?

- A. implement knowledge management practices
- B. Establish a mentoring program for IT staff
- C. Determine key risk indicators (KRIs)
- D. Retain key staff as consultants.

**Answer: A**

#### NEW QUESTION 10

When evaluating the process for acquiring third-party IT resources, management identified several suppliers with repeated downtime issues impacting the enterprise. Which of the following is the BEST approach to help ensure future service delivery in accordance with business objectives?

- A. Establish key performance indicators (KPIs)
- B. Appoint a procurement oversight committee
- C. Establish key risk indicators (KRIs).
- D. Implement contract monitoring.

**Answer: A**

#### NEW QUESTION 11

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 15

An IT governance committee is defining a risk management policy for a portfolio of IT-enabled investments Which of the following should be the PRIMARY consideration when developing the policy?

- A. Risk management framework
- B. Possible investment failures
- C. Value obtained with minimum risk
- D. Risk appetite of the enterprise

**Answer: D**

#### NEW QUESTION 20

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 24

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

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

**Answer: D**

#### NEW QUESTION 29

A software company's products have had significant quality issues in recent releases. As a result, market reputation and customer satisfaction ratings have been suffering. What should executive leadership do FIRST to address this concern?

- A. Allocate budget to hire more software and quality assurance specialists
- B. Implement a software development life cycle (SDLC) framework.
- C. Mandate more robust software testing prior to release.
- D. Require a root cause analysis and review results.

**Answer: D**

#### NEW QUESTION 31

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 35

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 38

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 42

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 44

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 49**

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 54**

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 59**

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

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

**Answer: D**

**NEW QUESTION 63**

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 68**

An enterprise is developing an ethics program, and the ethical standards have been defined. Which of the following should the enterprise do NEXT?

- A. Establish a training and awareness program focused on ethics.
- B. Implement an enterprise-wide employee monitoring program.
- C. Develop key performance indicators (KPIs) for program implementation.
- D. Outline and document consequences for noncompliance.

**Answer: C**

**NEW QUESTION 71**

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 75**

An IT steering committee is concerned that enterprise technologies have grown stagnant and are outdated. Which of the following is the BEST strategy to invest in modern technology?

- A. Decrease spending on steady state and increase spending on modernization and enhancements.
- B. Redefine the target architecture to define new technologies that can be incorporated into the infrastructure.
- C. Create a new investment category for innovation that becomes a new way for tracking investment decisions.

D. Update the IT human resource management plan to require training and development for emerging technologies.

**Answer: B**

**NEW QUESTION 79**

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 84**

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

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

**Answer: C**

**NEW QUESTION 88**

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

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

**Answer: B**

**NEW QUESTION 90**

A CIO believes that a recent mission-critical IT decision by the board of directors is not in the best financial interest of all stakeholders. Which of the following is the MOST ethical course of action?

- A. Share concerns with the legal department.
- B. Request a meeting with the board.
- C. Engage an independent cost-benefit analysis.
- D. Request an internal audit review of the board's decision.

**Answer: B**

**NEW QUESTION 94**

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 96**

A healthcare enterprise that is subject to strict compliance requirements has decided to outsource several key IT services to third-party providers. Which of the following would be the BEST way to assess compliance and avoid reputational damage?

- A. Require quarterly reports from the providers demonstrating compliance.
- B. Require documentation that the providers have adequate controls in place.
- C. Exercise the right to perform an audit.
- D. Impose monetary penalties for noncompliance.

**Answer: C**

**NEW QUESTION 101**

When establishing a risk management process, which of the following should be the FIRST step?

- A. Determine the probability of occurrence
- B. Identify threats
- C. Identify assets
- D. Assess risk exposures

**Answer: C**

**NEW QUESTION 102**

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 105**

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 109**

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

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

**Answer: B**

**NEW QUESTION 114**

An organization's board of directors has questioned the value provided by IT key performance indicators (KPIs). Which of the following is the BEST way to determine whether the KPIs adequately support organizational objectives?

- A. Define a strategy for IT measurement.
- B. Define policies and procedures around current KPIs.
- C. Review the KPIs with key business executives.
- D. Work directly with the CEO to identify what measures should be used.

**Answer: C**

**NEW QUESTION 115**

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 118**

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 120**

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 124**

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 127**

An IT director has become aware that a certain subset of data collected lawfully can be used to generate additional revenue. However, this particular use of the data is outside the original intention. What is the PRIMARY reason this situation should be escalated to the IT steering committee?

- A. Potential legal penalties
- B. Ethical concerns
- C. Regulatory requirements
- D. Data protection

**Answer: C**

**NEW QUESTION 128**

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 131**

To ensure IT risk is managed in a consistent manner, it is MOST important for IT governance to establish a:

- A. risk management committee to identify IT-related risks.
- B. risk management framework.
- C. balanced scorecard that includes IT risks.
- D. risk management reporting tool to ensure compliance.

**Answer: B**

**NEW QUESTION 133**

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 137**

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 141**

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 144**

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 148**

An enterprise is evaluating a possible strategic initiative for which IT would be the main driver. There are several risk scenarios associated with the initiative that have been identified. Which of the following should be done FIRST to facilitate a decision?

- A. Define the risk mitigation strategy.
- B. Assess the impact of each risk.
- C. Establish a baseline for each initiative.
- D. Select qualified personnel to manage the project.

**Answer: B**

**NEW QUESTION 150**

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

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

**Answer: A**

**NEW QUESTION 152**

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 155**

Of the following, who should be responsible for ensuring the regular review of quality management performance against defined quality metrics?

- A. Process owners
- B. Risk management team
- C. Internal auditors
- D. Executive management

**Answer: A**

**NEW QUESTION 157**

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 160**

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

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

**Answer: A**

**NEW QUESTION 165**

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 166**

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 168**

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 173**

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 176**

An enterprise is concerned with the potential for data leakage as a result of increased use of social media in the workplace, and wishes to establish a social media strategy. Which of the following should be the MOST important consideration in developing this strategy?

- A. Criticality of the information
- B. Ensuring that the enterprise architecture (EA) is updated
- C. Data ownership
- D. The balance between business benefits and risk

**Answer: A**

**NEW QUESTION 180**

An IT strategy committee has reviewed an audit report indicating sales employees are using personal smartphones to conduct corporate business. Although the committee appreciates the business benefits, it is also concerned with the security risk. To deliver the business benefit, what should be the committee's FIRST recommendation?

- A. Document procedures for securing personal devices.
- B. Improve training courses on securing corporate information.
- C. Perform a risk assessment on personal device data protection.
- D. Update the corporate security policy to include personal devices.

**Answer: B**

**NEW QUESTION 184**

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 189**

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 191**

Which of the following should be the MOST important consideration when designing an implementation plan for IT governance?

- A. Principles and policies
- B. Roles and responsibilities
- C. Risk tolerance levels
- D. Organizational culture

**Answer: D**

**NEW QUESTION 193**

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 198**

The PRIMARY benefit of using an IT service catalog as part of the IT governance program is that it.

- A. ensures IT effectively meets future business needs,
- B. provides a foundation for measuring IT performance,
- C. improves the ability to allocate IT resources
- D. establishes enterprise performance metrics per service

**Answer: A**

**NEW QUESTION 199**

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

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

**Answer: A**

**NEW QUESTION 201**

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 203**

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 208**

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 209**

Which of the following is MOST important for IT governance to have in place to ensure the enterprise can maintain operations during extensive system downtime?

- A. Fault-tolerant hardware
- B. An incident response plan
- C. A crisis communications plan
- D. A business continuity plan (BCP)

**Answer: A**

**NEW QUESTION 214**

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 216**

Which of the following provides the BEST evidence of an IT risk-aware culture across an enterprise?

- A. Business staff report identified IT risks.
- B. IT risks are communicated to the business.
- C. IT risk-related policies are published.
- D. The IT infrastructure is resilient.

**Answer: A**

**NEW QUESTION 220**

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 225**

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 227**

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 231**

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

- A. Data encryption program

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

**Answer: D**

**NEW QUESTION 233**

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

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

**Answer: A**

**NEW QUESTION 234**

Which of the following is the BEST way for a CIO to secure support for a strategy to achieve long-term IT objectives?

- A. Make the necessary strategic decisions and notify staff accordingly.
- B. Develop tactics to implement the strategy and share with stakeholders.
- C. Develop a communication plan for distribution of information to staff.
- D. Meet with stakeholders to explain the strategy and incorporate feedback.

**Answer: D**

**NEW QUESTION 235**

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

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

**Answer: B**

**NEW QUESTION 238**

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 243**

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

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

**Answer: D**

**NEW QUESTION 245**

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

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

**Answer: C**

**NEW QUESTION 250**

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

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

D. Results of application security awareness training quizzes

**Answer: B**

**NEW QUESTION 255**

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 259**

An enterprise is approaching the escalation date of a major IT risk. The IT steering committee wants to ascertain who is responsible for the risk response. Where should the committee find this information?

- A. Resource management plan
- B. RACI chart
- C. Risk management plan
- D. Risk register

**Answer: D**

**NEW QUESTION 261**

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 262**

Which of the following would be of MOST concern regarding the effectiveness of risk management processes?

- A. Key risk indicators (KRIs) are not established.
- B. Risk management requirements are not included in performance reviews.
- C. The plans and procedures are not updated on an annual basis.
- D. There is no framework to ensure effective reporting of risk events.

**Answer: A**

**NEW QUESTION 265**

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 269**

To enable the development of required IT skill sets for the enterprise, it is MOST important to define skill requirements based on:

- A. training needs.
- B. one set of skills applicable to all IT staff.
- C. a best practices framework.
- D. each role within the IT department.

**Answer: D**

**NEW QUESTION 270**

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 273**

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

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

**Answer:** A

**NEW QUESTION 278**

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 280**

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 282**

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

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

**Answer:** B

**NEW QUESTION 287**

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 290**

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 294**

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 299**

An enterprise is considering outsourcing non-core IT processes Which of the following should be the FIRST step?

- A. Update resource allocation policies
- B. Conduct a cost-benefit analysis for outsourcing.
- C. Issue a formal request for proposal to outsourcing vendors.
- D. Establish service level metrics for outsourced activities

**Answer: B**

**NEW QUESTION 303**

When considering an IT change that would enable a potential new line of business, the FIRST strategic step for IT governance would be to ensure agreement among the stakeholders regarding:

- A. objectives to achieve goals.
- B. metrics to measure effectiveness
- C. a vision for the future state,
- D. a change response plan

**Answer: C**

**NEW QUESTION 306**

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 310**

Prior to decommissioning an IT system, it is MOST important to:

- A. assess compliance with environmental regulations.
- B. assess compliance with the retention policy.
- C. review the media disposal records.
- D. review the data sanitation records.

**Answer: B**

**NEW QUESTION 314**

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 319**

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 322**

In a successful enterprise that is profitable in its marketplace and consistently growing in size, the non-IT workforce has grown by 50% in the last two years. The demand for IT staff in the marketplace is more than the supply, and the enterprise is losing staff to rival organizations. Due to the rapid growth, IT has struggled to keep up with the enterprise, and IT procedures and associated job roles are not well-defined. The MOST critical activity for reducing the impact caused by IT staff turnover is to:

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

**Answer: A**

**NEW QUESTION 325**

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