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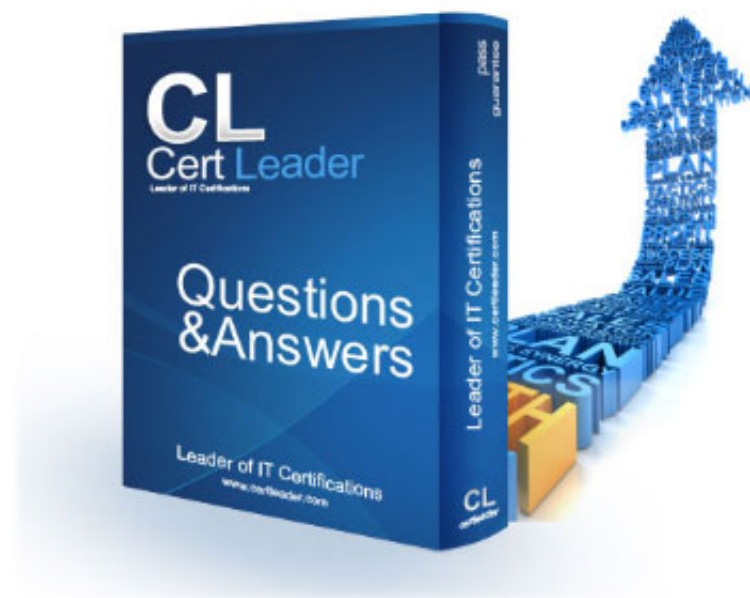
NEW QUESTION 1
Which of the following is the BEST method to confirm whether a pilot project was successful?

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

Answer: C

NEW QUESTION 2
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 3
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 4
Which of the following is the BEST approach to assist an enterprise in planning for iT-enabled investments?

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

Answer: A

NEW QUESTION 5
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 6
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 7
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 8

An enterprise has decided to execute a risk self-assessment to identify improvement opportunities for current IT services. Which of the following is MOST important to address in the assessment?

A. Related business risk
B. Residual IT risk
C. Mapping of business objectives to IT risk
D. IT capability and performance measures

Answer: A

NEW QUESTION 9
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 10
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 10
Which of the following should be identified FIRST when determining appropriate IT key risk indicators (KRIs)?

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

Answer: C

NEW QUESTION 11
Which of the following would be the BEST long-term solution to address the concern regarding loss of expenenced 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 16
A board of directors has just received a report indicating that only a small number of IT initiatives have been completed on time and within budget, A third of the projects were cancelled prior to completion, and more than half will cost almost double their original estimates. An analysis has determined that no one is held responsible for the completion of investment initiatives, and there is no consistency in execution. Which of the following would BEST help the enterprise address these problems?

A. Establishing a project governance framework
B. Assigning business management to an IT investment review board
C. Establishing an IT risk management plan
D. Aligning IT investment priorities to the business

Answer: B

NEW QUESTION 19
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 20
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 24
Which of the following should be the PRIMARY governance objective for selecting key risk indicators (KRIs) related to legal and regulatory compliance?

A. Identifying the risk of noncompliance
B. Demonstrating sound risk management practices
C. Measuring IT alignment with enterprise risk management (ERM)
D. Ensuring the effectiveness of IT compliance controls

Answer: C

NEW QUESTION 28
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 32
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 34
To generate value for the enterprise, it is MOST important that IT investments are:

A. aligned with the IT strategic objectives.
B. approved by the CFO.
C. consistent with the enterprise's business objectives.
D. included in the balanced scorecard.

Answer: C

NEW QUESTION 38
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 42
Prior to setting IT objectives, an enterprise MUST have established its:

A. architecture.
B. policies.
C. strategies.
D. controls.

Answer: C

NEW QUESTION 44
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 48
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 53
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 54
Which of the following is the MOST significant challenge faced by an enterprise when establishing information stewardship?

A. Lack of documented policies and procedures
B. Information requirements of regulatory authorities
C. Insufficient knowledge of IT practices and controls
D. Lack of role clarity and specific responsibilities

Answer: D

NEW QUESTION 56
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 57
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 60
Which of the following provides the BEST evidence of effective IT governance?

A. Cost savings and human resource optimization
B. Business value and customer satisfaction
C. IT risk identification and mitigation
D. Comprehensive IT policies and procedures

Answer: B

NEW QUESTION 63
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 67
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 70
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 72
It has been discovered that multiple business units across an enterprise are using duplicate IT applications and services to fulfill their individual needs. Which of the following would be MOST helpful to address this concern?

A. Enterprise architecture (EA)
B. Enterprise risk framework
C. IT service management
D. IT project roadmap

Answer: C

NEW QUESTION 74
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 78
Which of the following would a CIO use to present the overall view of IT performance to the board of directors?

A. Balanced scorecard
B. Key risk indicators (KRIs)
C. Maturity model
D. Key performance indicators (KPIs)

Answer: A

NEW QUESTION 81
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 86
A company is considering selling products online, and the CIO has been asked to advise the board of directors of potential problems with this strategy. Which of the following is the CIO's BEST course of action?

A. Review the security framework.
B. Conduct a return on investment (ROI) analysis.
C. Review the enterprise architecture (EA).
D. Perform a risk assessment.

Answer: D

NEW QUESTION 91
An enterprise is trying to increase the maturity of its IT process from being ad hoc to being repeatable. Which of the following is the PRIMARY benefit of this change?

A. Process optimization is embedded across the organization.
B. Required outcomes are mapped to business objectives.
C. Process performance is measured in business terms.
D. Required outcomes are more frequently achieved.

Answer: D

NEW QUESTION 94
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 95
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 98
An enterprise's executive team has recently released a new IT strategy and related objectives. Which of the following would be the MOST effective way for the CIO to ensure IT personnel are supporting the new strategy's objectives?

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

Answer: D

NEW QUESTION 101
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 106
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 107
Which of the following BEST demonstrates the effectiveness of enterprise IT governance?

A. An IT balanced scorecard is used.
B. Business objectives are achieved.
C. Business objectives are defined.
D. IT processes are measured.

Answer: A

NEW QUESTION 109

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 113
Establishing a uniform definition for likelihood and impact through risk management standards PRIMARILY addresses which of the following concerns?

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

Answer: B

NEW QUESTION 118
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 119
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 124
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 127
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 128
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 131
Which of the following responsibilities should be retained within an enterprise when outsourcing a project management office (PMO) function?

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

Answer: A

NEW QUESTION 132
An IT steering committee wants the enterprise's mobile workforce to use cloud-based file storage to save non-sensitive corporate data, removing the need for remote access to that information. Before this change is implemented, what should be included in the data management policy?

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

Answer: A

NEW QUESTION 137
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 140
Which of the following should be management's GREATEST consideration when trying to optimize the use of benefits from IT?

A. Value delivery
B. Quality management
C. Process improvement
D. Alignment of business to IT

Answer: A

NEW QUESTION 145
A large organization with branches across many countries is in the midst of an enterprise resource planning (ERP) transformation. The IT organization receives news that the branches in a country where the impact to the enterprise is to be greatest are being sold. What should be the NEXT step?

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

Answer: A

NEW QUESTION 147
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 152
Which of the following is MOST critical to support IT governance cultural changes within an organization?

A. Established IT monitoring and measuring
B. Regularly scheduled governance training
C. Demonstrated management commitment
D. IT governance process manuals

Answer: C

NEW QUESTION 156
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 161
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 166
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 170
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 174
Which of the following is the MOST important reason for selecting IT key risk indicators (KRIs)?

A. Demonstrating the effectiveness of IT risk policies
B. Assessing the current IT controls model
C. Enabling comparison against similar IT KRIs
D. Increasing the probability of achieving IT goals

Answer: A

NEW QUESTION 176
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 178
IT maturity models measure:

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

Answer: C

NEW QUESTION 181
An IT steering committee is evaluating whether a third-party supplier is delivering the correct level of service Reviewing which of the following will provide the BEST information to the committee?

A. Key performance indicators (KPIs)
B. Service portfolio management
C. Vendor status reports

D. Operational cost reduction reports

Answer: B

NEW QUESTION 182
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 183
The CIO in a large enterprise is seeking assurance that significant IT risk is being proactively monitored and does not exceed agreed risk tolerance levels. The BEST way to provide this ongoing assurance is to require the development of:

A. an IT risk appetite statement.
B. a risk management policy.
C. key risk indicators (KRIs).
D. a risk register.

Answer: C

NEW QUESTION 185
An IT department has forwarded a request to the IT strategy committee for funding of a discretionary Investment. The committee's MOST important consideration should be to evaluate:

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

Answer: C

NEW QUESTION 189
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 190
An enterprise has been focused on establishing an IT risk management framework. Which of the following should be the PRIMARY motivation behind this objective?

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

Answer: A

NEW QUESTION 195
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 199
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 204
An enterprise is conducting a SWOT analysis as part of IT strategy development. Which of the following would be MOST helpful to identify opportunities and threats?

A. Risk appetite
B. Internal framework assessment
C. Competitor analysis
D. Critical success factors (CSF)

Answer: D

NEW QUESTION 206
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 208
An IT strategy committee wants to evaluate how well the IT department supports the business strategy. Which of the following is the BEST method for making this determination?

A. Capability maturity assessment
B. Customer survey analysis
C. IT balanced scorecard reporting
D. IT controls assurance program

Answer: C

NEW QUESTION 211
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 212
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 213
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 218
Which of the following is the BEST way to ensure all enterprise employees understand the corporate code of business conduct?

A. Conduct scheduled and random compliance audits.
B. Mandate annual ethics training that includes an exam.
C. Require external business activities be documented and reported.
D. Distribute a copy of the code and require a signature.

Answer: B

NEW QUESTION 220
Acceptance of an enterprise's newly implemented IT governance initiatives has been resisted by a functional group requesting more autonomy over technology choices. Which of the following is MOST important to accommodate this need for autonomy?

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

Answer: D

NEW QUESTION 223
An enterprise has established a new department to oversee the life cycle of activities that support data management objectives. Which of the following should be done NEXT?

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

Answer: D

NEW QUESTION 224
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 225
A newly established IT steering committee is concerned whether a system is meeting availability objectives. Which of the following will provide the BEST information to make an assessment?

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

Answer: C

NEW QUESTION 228
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 231
Which of the following is the BEST way to maximize the value of an enterprise's information aseet base?

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

Answer: D

NEW QUESTION 236
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 238
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 240
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 244
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 246
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 250
An enterprise's chief information officer (CIO) has been receiving complaints from business executives regarding the amount their units are being charged for IT services. To maintain a good relationship with business peers, the CIO wants to be responsive to these complaints. To address this issue, the FIRST step should be to:

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

Answer: D

NEW QUESTION 251
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 253
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 254
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 258
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 260
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 264
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 267
A large enterprise that is diversifying its business will be transitioning to a new software platform, which is expected to cause data changes. Which of the following should be done FIRST when developing the related metadata management process?

A. Require an update to enterprise data policies.
B. Request an impact analysis.
C. Review documented data interdependence.
D. Validate against existing architecture.

Answer: D

NEW QUESTION 269
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 272
The board of directors of a large organization has directed IT senior management to improve IT governance within the organization. IT senior management's MOST important course of action should be to:

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

Answer: B

NEW QUESTION 273
Which of the following is the BEST indication that enterprise value is being derived from IT?

A. IT strategy supports continuous improvement initiatives
B. Metrics are established for IT performance.
C. Rate of return for projects is achieved.
D. IT services enable business strategy.

Answer: D

NEW QUESTION 277
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 282
An IT governance committee wants to ensure there is a clear description of the "data owner" in the enterprise data policy. Which of the following would BEST define the owner of data stored in an external cloud?

A. The business leader who is most impacted by the loss of data.
B. The risk manager who is responsible for protecting data stored in the cloud.
C. The contract manager who monitors the security of the cloud provider.
D. The vendor who submits the data to the organization via online forms

Answer: A

NEW QUESTION 286
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 290
An independent consultant has been hired to conduct an ad hoc audit of an enterprise's information security office with results reported to the IT governance committee and the board Which of the following is MOST important to provide to the consultant before the audit begins?

A. Acceptance of the audit risks and opportunities
B. The scope and stakeholders of the audit
C. The organizational structure of the security office
D. The policies and framework used by the security office

Answer: B

NEW QUESTION 295
A CEO determines the enterprise is lagging behind its competitors in consumer mobile offerings, and mandates an aggressive rollout of several new mobile services within the next 12 months. To ensure the IT organization is capable of supporting this business objective, what should the CIO do FIRST?

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

Answer: A

NEW QUESTION 299
When assessing the impact of a new regulatory requirement, which of the following should be the FIRST course of action?

A. Update affected IT policies.
B. Assess the budget impact of the new regulation.
C. Map the regulation to business processes.
D. Implement new regulatory requirements.

Answer: C

NEW QUESTION 304
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 307
Which of the following is MOST important to the successful implementation of enterprise architecture (EA)?

A. Developing data modeling tools
B. Managing the challenge of change
C. Reducing the cost of IT investments
D. Establishing key performance indicators (KPIs)

Answer: B

NEW QUESTION 308
Which of the following is MOST important to effectively initiate IT-enabled change?

A. Establish a change management process.
B. Obtain top management support and ownership.
C. Ensure compliance with corporate policy.
D. Benchmark against best practices.

Answer: A

NEW QUESTION 313
Which of the following activities MUST be completed before developing an IT strategic plan?

A. Review the enterprise business plan
B. Align the enterprise vision statement with business processes
C. Develop an enterprise architecture (EA) framework
D. Review the enterprise risk tolerance level

Answer: A

NEW QUESTION 316
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 317
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