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QUESTION NO: 1

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

A. Maturity model

B. Balanced scorecard

C. Key performance indicators (KPIs)

D. Key risk indicators (KRIS)

ANSWER: A

QUESTION NO: 2

Which of the following BEST enables the alignment of IT and enterprise strategy?

A. Project portfolio management

B. IT resource planning

C. IT performance monitoring and reporting

D. Enterprise compliance audits

ANSWER: B

QUESTION NO: 3

Which of the following is MOST critical for the successful implementation of an IT process?

A. Objectives and metrics

B. IT process assessment

C. Process framework

D. Service delivery process model

ANSWER: C

QUESTION NO: 4

Following a merger of two major corporations, the new strategic goal is “One business function. One IT system.” Which of the following should be the FIRST step to achieve this goal?

A. Form a combined IT steering committee.

B. Document requirements for each business function.

C. Create a standard enterprise architecture.

D. Define service level agreements with each business function.

ANSWER: B

QUESTION NO: 5

Which of the following is the MOST important reason for selecting IT key risk indicators (KRIs)?

A. Enabling comparison against similar IT KRIs

B. Increasing the probability of achieving IT goals

C. Assessing the current IT controls model

D. Demonstrating the effectiveness of IT risk policies

ANSWER: B

QUESTION NO: 6

To evaluate IT resource management, it is MOST important to define:

A. principles for the IT strategy.

B. responsibilities for executing resource management.

C. applicable key goals.

D. IT resource utilization reporting procedures.

ANSWER: B

QUESTION NO: 7

Which of the following groups would be MOST appropriate to decide whether to proceed with an IT-enabled investment at the individual program level?

A. Business sponsors

B. Program management office

C. IT steering committee

D. Board of directors

ANSWER: C

QUESTION NO: 8

What is the BEST criterion for prioritizing IT risk remediation when resource requirements are equal?

A. IT audit recommendations

B. Impact on business

C. IT strategy alignment

D. Deviation from IT standards

ANSWER: B

QUESTION NO: 9

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. a program to annually review financial policy on overruns.

B. an end-of-life program to remove aging infrastructure from the environment.

C. budget cuts to compensate for the cost overruns.

D. a policy to consider total cost of ownership in investment decisions.

ANSWER: D

QUESTION NO: 10

Which of the following would BEST help to ensure an IT steering committee is informed of newly emerging risks in critical IT projects?

A. Requiring regular updates of the risk register for each project

B. Requiring a summarized report of relevant risks

C. Reviewing the response for each risk in the log

D. Conducting periodic reviews of project performance

ANSWER: A

QUESTION NO: 11

Senior management is concerned about an increase in cybersecurity risk to the enterprise. Which of the following would be MOST helpful in establishing an early warning system to determine which potential threats should be escalated to senior management?

A. Agreed-upon risk thresholds

B. A risk appetite statement

C. Key performance indicators (KPIs)

D. Patch management logs

ANSWER: A

QUESTION NO: 12

A regional business unit of a major financial institution is considering the use of a Software as a Service (SaaS) cloud vendor to implement a new system. Which of the following should be performed FIRST?

A. Update the outsourcing policy.

B. Investigate on-premise software solutions.

C. Develop a business case.

D. Determine if the cloud vendor has a secure data center.

ANSWER: D

QUESTION NO: 13

To ensure that information can be traced to the originating event and accountable parties, an enterprise should FIRST:

A. improve business process controls.

B. capture source information and supporting evidence.

C. review information event logs for potential incidents.

D. review retention requirements for source information.

ANSWER: B

QUESTION NO: 14

Which of the following entities is structured PRIMARILY to ensure goals and objectives are aligned between IT and the business?

A. Board of directors

B. Portfolio management committee

C. Change advisory board

D. IT strategy committee

ANSWER: A

Explanation:

Reference: https://courses.lumenlearning.com/boundless-management/chapter/principles-of-management/

QUESTION NO: 15

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. Review the enterprise risk tolerance level.

D. Develop an enterprise architecture (EA) framework.

ANSWER: A

QUESTION NO: 16

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. ask the chief financial officer (CFO) about budget revisions for the business units' IT expenditures

B. look into outsourcing of support functions to drive down the cost structure

C. agree to reduce charge rates and improve relationship management with the business

D. quantify consumption and service level agreement (SLA) achievements per business unit

ANSWER: D

QUESTION NO: 17

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. Resource alignment

B. Security breaches

C. Regulatory compliance

D. Cost considerations

ANSWER: C

QUESTION NO: 18

An enterprise has an overarching enterprise architecture document. The CIO is concerned that EA is not leveraged in recent IT-enabled investments. Which of the following would BEST help to address these concerns and enforce the leveraging of enterprise architecture?

A. Require enterprise architecture review at key milestones.

B. Publish and train on the enterprise architecture document.

C. Form a team to update enterprise architecture regularly.

D. Adopt a globally-recognized enterprise architecture framework.

ANSWER: B

QUESTION NO: 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 risk indicators (KRIs)

B. Implement contract monitoring

C. Establish key performance indicators (KPIs)

D. Appoint a procurement oversight committee

ANSWER: D

QUESTION NO: 20

A retail enterprise wants to leverage emerging technologies to create a new sales channel for its customers. However, IT has little experience with these technologies and is unsure if the proposed schedule can be met. Which of the following will BEST help to determine IT's ability to meet this need?

A. Conducting a resource gap assessment

B. Defining business benefits realization metrics

C. Reviewing the resource management policy

D. Developing a target state enterprise architecture

ANSWER: B

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