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QUESTION NO: 1

A recent benchmarking analysis has indicated an IT organization is retaining more data and spending significantly more on data retention than its competitors. Which of the following would BEST ensure the optimization of retention costs?

- A. Requiring that all business cases contain data deletion and retention plans
- B. Revalidating the organization's risk tolerance and re-aligning the retention policy
- C. Redefining the retention policy to align with industry best practices
- D. Moving all high-risk and medium-risk data backups to cloud storage

ANSWER: B**QUESTION NO: 2**

The BEST way for a CIO to monitor the alignment between the business and IT strategy is to regularly review:

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

ANSWER: A**QUESTION NO: 3**

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

ANSWER: D**Explanation:**

Reference: https://www.coso.org/documents/COSOBoardsERM4pager-FINALRELEASEVERSION82409_001.pdf

QUESTION NO: 4

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: 5**

Besides the mitigation of IT risk, which of the following is the PRIMARY outcome of IT governance?

- A. Control of IT processes
- B. Meeting of IT financial goals
- C. Resolution of IT audit findings
- D. Value delivery of IT to the business

ANSWER: D**Explanation:**

Reference: <https://www2.deloitte.com/content/dam/Deloitte/co/Documents/risk/InteligenciaFrentealRiesgo/No.6-RiskIntelligenceCIO.pdf>

QUESTION NO: 6

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: 7

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

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

ANSWER: C

QUESTION NO: 8

An enterprise's service center is experiencing long delays in fulfilling IT service requests and very low customer satisfaction. The BEST way to determine if staff competency is the root cause of these performance problems is to compare required staff competencies with:

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

ANSWER: D

QUESTION NO: 9

Facing financial struggles, a CEO mandated severe budget cuts. A decision was also made to immediately change the enterprise strategic focus to put more reliance on mobile, cloud, and wireless services in an effort to boost revenue. The IT steering committee has asked the CIO to suggest adjustments to the current IT project portfolio to allow support for the new direction despite fewer funds. What should the CIO advise the committee to do FIRST?

- A. Start re-allocating budget to projects involving mobile or cloud
- B. Cancel projects with a net present value (NPV) below a defined threshold
- C. Conduct a risk assessment against the potential new services

D. Ask business stakeholders to discuss their vision for the new strategy

ANSWER: D

QUESTION NO: 10

During the implementation phase of a central ERP system, a project manager identifies a significant lack of human capabilities to support the system. The issue is reported to the project sponsor, and the sponsor sends a request for an increase in the budget to the IT steering committee. What should be the IT steering committee's FIRST action?

- A. Require a revised business case.
- B. Approve the budget request.
- C. Provide appropriate training.
- D. Refer back to the project sponsor for resolution.

ANSWER: B

QUESTION NO: 11

A CEO of a large enterprise is concerned that risk events are not regularly addressed at the C-suite level unless related to emergency incidents. Which of the following is the BEST way for the CEO to ensure risk events are given sufficient time and attention?

- A. Instruct managers to take ownership for their department's identified risks.
- B. Issue performance objectives that target the elimination of enterprise risks.
- C. Include the discussion of key enterprise risk as an agenda item at board meetings.
- D. Require the development of a risk procedure on how to capture risks.

ANSWER: C

QUESTION NO: 12

Which of the following should be done FIRST when defining responsibilities for ownership of information and systems?

- A. Require an inventory of information assets.
- B. Identify systems that are outsourced.
- C. Require an information risk assessment.

D. Ensure information is classified.

ANSWER: A

QUESTION NO: 13

The PRIMARY reason a CIO and IT senior management should stay aware of the business environment is to:

- A. measure efficiency of IT resources.
- B. revisit prioritization of IT projects.
- C. re-assess the IT investment portfolio.
- D. adjust IT strategy as needed.

ANSWER: A

QUESTION NO: 14

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

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

ANSWER: C

QUESTION NO: 15

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. assess the IT cultural aspects of the acquired entity
- B. review the existing IT strategy against the new business strategy
- C. revise the existing IT strategy to align with the new business strategy
- D. establish a new IT strategy committee for the new enterprise

ANSWER: A

QUESTION NO: 16

From a governance perspective, which of the following is MOST important to enhance in an enterprise undergoing rapid development of a cloud technology?

- A. Change management processes to capture organizational and project changes.
- B. Data restructuring plan to ensure the architecture supports future changes.
- C. IT project dashboard reporting to capture new risk, threats, and scenarios.
- D. Configuration management processes to ensure availability goals are maintained.

ANSWER: D

QUESTION NO: 17

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

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

ANSWER: A

QUESTION NO: 18

Which of the following would be the BEST way for a CIO to assess the consistency of IT processes against industry benchmarks to determine where to focus improvement initiatives?

- A. Utilizing a capability maturity model
- B. Reviewing key performance measures
- C. Reviewing IT process audit results
- D. Evaluating the current balanced scorecard

ANSWER: C

QUESTION NO: 19

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

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

ANSWER: B

QUESTION NO: 20

A root-cause analysis indicates a major service disruption due to a lack of competency of newly-hired IT system administrators. Who should be accountable for resolving the situation?

- A. HR training director
- B. Chief information officer
- C. HR recruitment manager
- D. Business process owner

ANSWER: C