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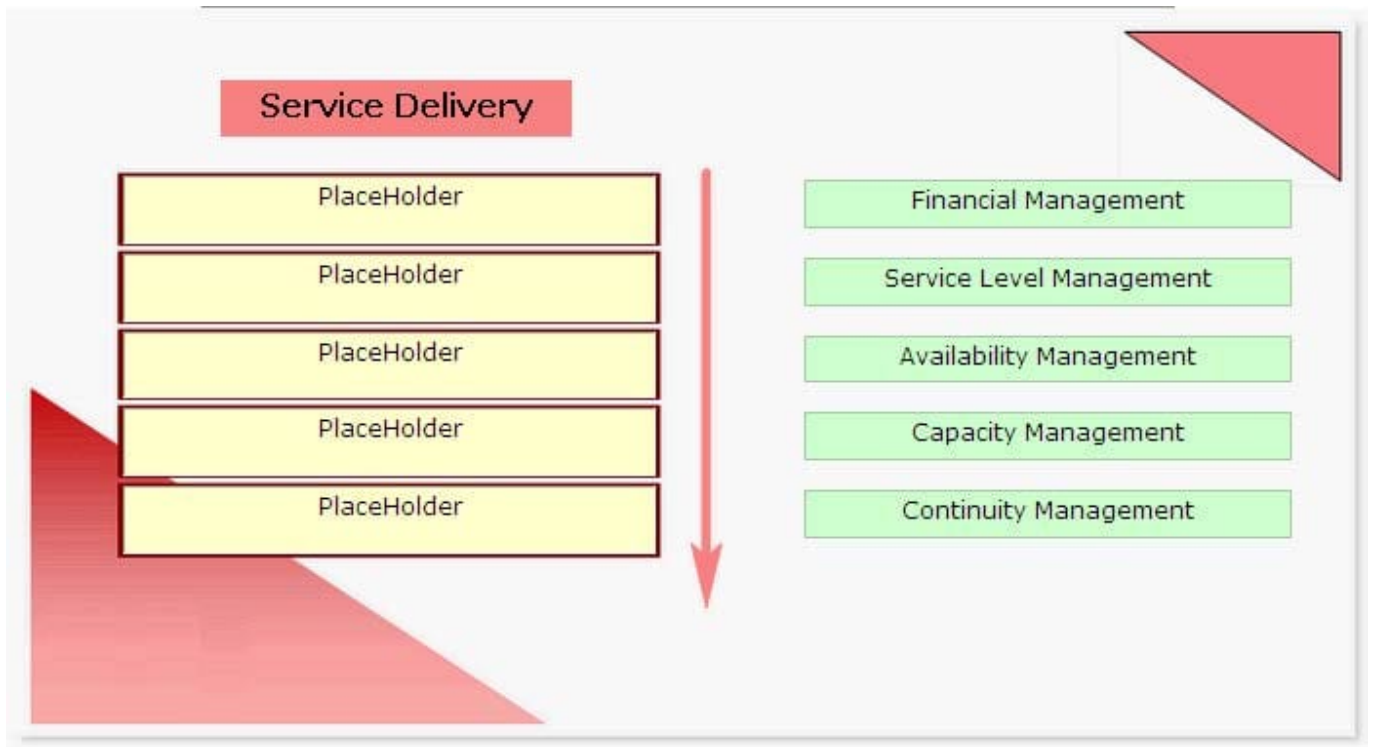


QUESTION 1

The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service planning,

i.e. tactical processes in Service Delivery, in the correct places.

Select and Place:



Correct Answer:

**QUESTION 2**

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

Correct Answer: B

QUESTION 3

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

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



Correct Answer: A

QUESTION 4

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.

Correct Answer: B

QUESTION 5

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

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

Correct Answer: D

QUESTION 6

Which of the following should a new CIO do FIRST to ensure information assets are effectively governed?

- A. Quantify the business value of information assets
- B. Perform an information gap analysis
- C. Review information classification procedures
- D. Evaluate information access methods

Correct Answer: C

QUESTION 7

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.

Correct Answer: A

QUESTION 8

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)

Correct Answer: A

QUESTION 9

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.

Correct Answer: D

QUESTION 10

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.

Correct Answer: D

QUESTION 11

The CIO of a large enterprise has taken the necessary steps to align IT objectives with business objectives. What is the BEST way for the CIO to ensure these objectives are delivered effectively by IT staff?

- A. Map the IT objectives to an industry-accepted framework.
- B. Enhance the budget for training based on the IT objectives.
- C. Include the IT objectives in staff performance plans.
- D. Include CIO sign-off of the objectives as part of the IT strategic plan.

Correct Answer: B

QUESTION 12

Which of the following areas focuses on aligning with the business and collaborative solutions?

- A. Risk management
- B. Strategic alignment
- C. Resource management
- D. Value delivery

Correct Answer: B

QUESTION 13

Which of the following MUST be established before implementing an information architecture that restricts access to data based on sensitivity?

- A. Risk and control frameworks
- B. Probability and impact analysis
- C. Classification and ownership
- D. Security and privacy policies

Correct Answer: C



QUESTION 14

Which of the following issues identified during an IT review is MOST important to address to improve the alignment between the business and IT?

- A. Services in the IT portfolio are not traceable to the IT strategy.
- B. IT strategy reviews are conducted only after business strategy changes.
- C. Business satisfaction surveys are not conducted regularly.
- D. IT dashboards have not been established.

Correct Answer: A

QUESTION 15

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)

Correct Answer: C

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