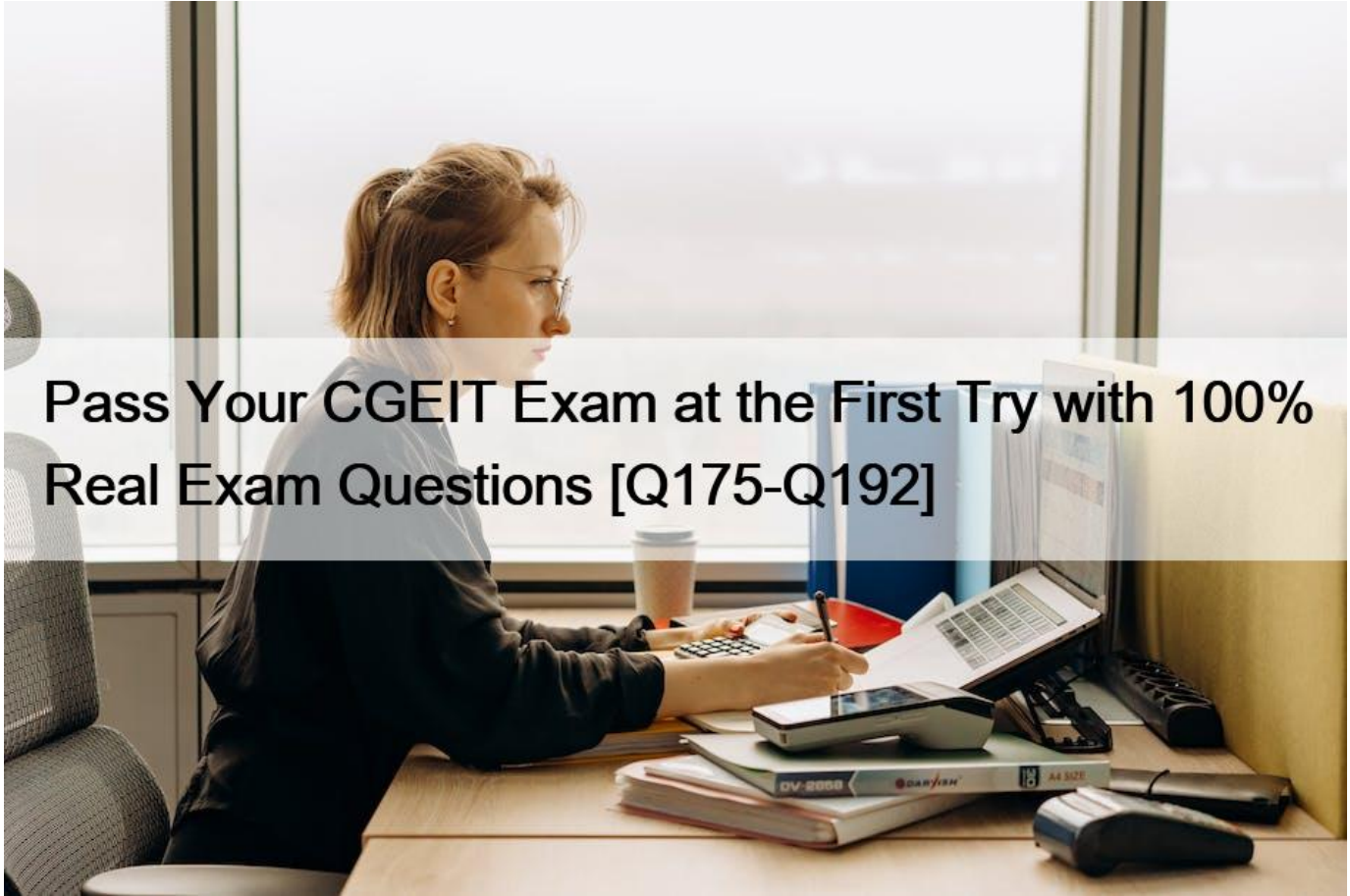


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NO.175 You are hosting a collection of stakeholders from across the organization to identify the ideas and attitudes about your company's help desk. You want the stakeholders to honestly share their opinions about the help desk service so you can identify problems, solutions, and take actions to improve the service. What type of requirements elicitation activity is this?

- * Root cause analysis
- * Stakeholder analysis
- * Focus groups
- * Workshop

NO.176 The BEST way to ensure an IT steering committee meets enterprise objectives is to:

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

NO.177 Which of the following is the MOST comprehensive method to report on overall IT performance to the board of directors?

- * Balanced scorecard
- * Net present value (NPV)
- * Performance-based payments
- * Return on investment (ROI)

NO.178 Which of the following is the MOST important attribute of an information steward?

- * The information steward manages the systems that process the relevant data.
- * The information steward has expertise in managing data quality systems.
- * The information steward is closely aligned with the business function.
- * The information steward is part of the information architecture group.

NO.179 Which of the following individuals provides service feedback to the providers?

- * Compliance officers
- * User representatives
- * Project sponsors
- * Suppliers

Section: Volume C

NO.180 Which of the following guides provides risk and value statements to help identify and validate the need to execute each control objective?

- * IT assurance guide
- * IT control objectives for Basel II guide
- * COBIT control practices guide
- * IT control for Sarbanes Oxley guide

Section: Volume C

NO.181 Which of the following examples are included in the application controls embedded in business process applications? Each correct answer represents a complete solution.

Choose all that apply.

- * Segregation of duties
- * Validity
- * Security
- * Computer operations

Section: Volume C

NO.182 From a governance perspective, the PRIMARY goal of an IT risk optimization process should be to ensure:

- * IT risk thresholds are defined in the enterprise architecture (EA).
- * the IT risk mitigation strategy is approved by management.
- * IT risk is mapped to the balanced scorecard.
- * the impact of IT risk to the enterprise is managed.

NO.183 Which of the following is concerned with fairness and transparency?

- * Continual Service Improvement
- * Service Support
- * Service Strategy
- * Governance

NO.184 You work as a project manager for BlueWell Inc. You are working on a project and the management wants a rapid and

cost-effective means for establishing priorities for planning risk responses in your project.

Which risk management process can satisfy management's objective for your project?

- * Quantitative analysis
- * Qualitative risk analysis
- * Historical information
- * Rolling wave planning

NO.185 Which of the following would BEST help a CIO enhance the competencies of an IT business analytics team?

- * Understanding current staff skill sets and identifying gaps
- * Defining the IT architecture and identifying training areas
- * Creating operational processes and identifying resources
- * Establishing team goals and identifying the proper structure

NO.186 Which of the following are parts of SWOT Analysis? Each correct answer represents a complete solution.

Choose all that apply.

- * Optimism
- * Threats
- * Weaknesses
- * Opportunities
- * Tools
- * Strengths

NO.187 Which of the following types of IT organizational structures states that all IT decision making and the IT budget are in one place, much easier to manage, and require much less effort to organize?

- * Decentralized
- * Federated
- * Project-based
- * Centralized

NO.188 Which of the following processes are covered by Service Strategy? Each correct answer represents a complete solution.

Choose all that apply.

- * Service Portfolio Management
- * IT Financial Management
- * Demand Management
- * IT Architecture Management
- * Supplier Management

Section: Volume B

NO.189 Which of the following processes contained in the Portfolio Management domain of Val IT establishes an investment threshold?

- * PM4
- * PM7
- * PM6
- * PM5

NO.190 Following a major IT incident that resulted in a loss to the enterprise, a CIO is preparing for a meeting with the board of directors to discuss what may have failed internally. Which of the following should the CIO do FIRST to provide assurance to the board?

- * Review the IT control environment.
- * Ensure IT and enterprise risk management alignment.
- * Review the incident response policy.
- * Verify continuous monitoring is being performed.

NO.191 A project manager must have certain interpersonal skills to communicate with stakeholders and manage their expectations of the project work. Which of the following interpersonal skills has been identified as one of the biggest reasons for project success or failure?

- * Motivation
- * Influencing
- * Political and cultural awareness
- * Communication

NO.192 Which of the following is the BEST outcome measure to determine the effectiveness of IT risk management processes?

- * Frequency of updates to the IT risk register
- * Time lag between when IT risk is identified and the enterprise's response
- * Number of events impacting business processes due to delays in responding to risks
- * Percentage of business users satisfied with the quality of risk training

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