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QUESTION 1

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.

Correct Answer: A

QUESTION 2

When considering an IT change that would enable a potential new line of business, the FIRST strategic step for IT governance would be to ensure agreement among the stakeholders regarding:

A. objectives to achieve goals.

B. metrics to measure effectiveness

C. a vision for the future state,

D. a change response plan

Correct Answer: C

QUESTION 3

A business has outsourced IT operations to several third-party providers, but service level agreements (SLAs) are not clearly defined in all cases. Which of the following is the GREATEST risk to the business?

A. Costs are not measurable.

B. Third parties could provide overlapping services.

C. The scope of work is not clearly defined.

D. Quality of services is not enforceable.

Correct Answer: D

QUESTION 4

Which of the following would be the MOST effective way to ensure IT capabilities are appropriately aligned with business requirements for specific business processes?

A. Establishing key performance indicators {KPIs)

B. Requiring Internal IT architecture and design reviews

C. Requiring architecture and design reviews with business process stakeholders

D. Issuing a management mandate that IT and business process stakeholders work together

Correct Answer: D

QUESTION 5

IT maturity models measure:

A. performance.

B. value.

C. capabilities.

D. outcome.

Correct Answer: C

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