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QUESTION 1

To benefit from economies of scale, a CIO is deciding whether to outsource some IT services. Which of the following would be the MOST important consideration during the decision-making process?

- A. IT staff morale
- B. Core IT processes
- C. Outsourcer's reputation
- D. New service level agreements (SLAs)

Correct Answer: B

QUESTION 2

Prior to setting IT objectives, an enterprise MUST have established its:

- A. architecture.
- B. policies.
- C. strategies.
- D. controls.

Correct Answer: C

QUESTION 3

A large financial institution is considering outsourcing customer call center operations which will allow the chosen vendor to access systems from offshore locations. Which of the following represents the GREATEST risk?

- A. Inconsistent customer service and reporting
- B. Loss of data confidentiality
- C. Lack of network availability
- D. Inadequate business continuity planning

Correct Answer: B

QUESTION 4

A new and expanding enterprise has recently received a report indicating 90% of its data has been collected in just the last six months, triggering data breach and privacy concerns. What should be the IT steering committee's FIRST course of action to ensure new data is managed effectively?



- A. Mitigate and track data-related issues and risks.
- B. Modify legal and regulatory data requirements.
- C. Define data protection and privacy practices.
- D. Assess the information governance framework.

Correct Answer: C

QUESTION 5

Which of the following processes uses statistical evidences to determine progress toward specific defined organizational objectives?

- A. Resource management
- B. Risk management
- C. Value delivery
- D. Performance measurement

Correct Answer: D

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