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QUESTION 1

Which attribute applies to a Process Activity?

- A. Achieves the stated purpose
- B. Supports clear roles and responsibilities
- C. Provides prescriptive steps
- D. Provides statements of actions to deliver benefits

Correct Answer: B

QUESTION 2

What us the BEST way for senior leadership to communicate its expectations for IT governance prior to commencing a governance implementation plan?

- A. Include a scope statement in the business case
- B. Generate an IT governance policy
- C. Add key performance indicators (KPIs) to a balanced scorecard

Correct Answer: A

QUESTION 3

Identify the missing word in the following sentence.

Governance is about [?] and deciding amongst different stakeholders" value interests.

- A. Transforming
- B. Selecting
- C. Supporting
- D. Negotiating
- Correct Answer: D

QUESTION 4

Which of the following is the MOST essential attribute of the highest process capability level (Level 5)?

A. Full achievement of the process\\'s purpose



- B. Quantitative performance measures
- C. Pursuit of continuous improvement

Correct Answer: C

QUESTION 5

What process domain MOST requires skills such as Availability Management and Problem Management?

- A. Monitor, Evaluate and Assess(MEA)
- B. Deliver, Service and Support(DSS)
- C. Evaluate, Direct and Monitor(EDM)
- D. Align, Plan and Organize(APO)

Correct Answer: B

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