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QUESTION 1

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank. Which are effective controls that could improve compliance?

1.

 Modify the application to automatically add the current time and date when transaction is entered

2.

 Establish a communication plan to remind users of the importance of time and date on transactions

3.

 Develop a goals cascade so all staff know their role in achieving company goals

4.

 Create a report showing non-compliant records and take action to correct

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: C

QUESTION 2

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

A. Ensure that any identified exceptions are excluded from the policy to improve clarity

B. Ensure that all teams involved in incident resolution collaborate in the development of the policy

C. Implement the policy to the service desk staff initially before informing other affected support teams

D. Engage with stakeholders to ensure that as much detail as possible is included in the policy

Correct Answer: B

QUESTION 3

An organization is implementing new technology that will significantly improve how they interact with their customers.

Which term BEST describes this situation?

A. Digital organization

B. High velocity IT

C. Digital transformation

D. IT transformation

Correct Answer: C

QUESTION 4

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

A. Running safe to fail experiments that provide learning opportunities

B. Comparing the cost of delay\\' between work items to ensure that financially valuable work is prioritized

C. Implementing CI/CD toots to deploy software quickly

D. Adopting Kanban boards to visualise the flow of work across software development teams

Correct Answer: A

QUESTION 5

Which is an example of results-based measurement and reporting?

A. Measuring and reporting the number of hours worked by service desk employees

B. Measuring and reporting the number of supplier-related interruptions to a service

C. Measuring and reporting the customer satisfaction with closed incidents

D. Measuring and reporting the cost of providing a service to customers and users

Correct Answer: C

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