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# Latest Version: 13.0

## Question: 1

A newly established IT steering committee is concerned whether a system is meeting availability objectives. Which of the following will provide the BEST information to make an assessment?

- A. Balanced scorecard
- B. Capability maturity levels
- C. Performance indicators
- D. Critical success factors (CSFs)

**Answer: B**

## Question: 2

Which of the following is the BEST method to monitor IT governance effectiveness?

- A. Service level management
- B. Balanced scorecard
- C. Risk control self-assessment (CSA)
- D. SWOT analysis

**Answer: B**

## Question: 3

A newly established IT steering committee is concerned whether a system is meeting availability objectives. Which of the following will provide the BEST information to make an assessment?

- A. Balanced scorecard
- B. Capability maturity levels
- C. Performance indicators
- D. Critical success factors (CSFs)

**Answer: C**

## Question: 4

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An IT audit reveals inconsistent maintenance of data privacy in enterprise systems primarily due to a lack of data sensitivity categorizations. Once the categorizations are defined, what is the BEST long-term strategic response by IT governance to address this problem?

- A. Standardize data classification processes throughout the enterprise.
- B. Incorporate enterprise privacy categorizations into contracts.
- C. Require business impact analyses (BIAs) for enterprise systems.
- D. Reassess the data governance policy.

**Answer: A**

### Question: 5

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.

**Answer: C**

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