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QUESTION 1

When determining the optimal IT service levels to support business, which of the following is MOST important?

- A. IT capacity utilization and availability.
- B. Cost/benefit to the business.
- C. Available IT budget.
- D. Business user requests

Correct Answer: B

QUESTION 2

Which of the following is a responsibility of an IT strategy committee?

- A. Providing oversight on enterprise strategy implementation
- B. Approving the business strategy and its IT implications
- C. Advising the board on the development of IT goals
- D. Tracking projects in the IT investment portfolio

Correct Answer: C

QUESTION 3

Which of the following has PRIMARY responsibility to define the requirements for IT service levels for the enterprise?

- A. The business manager
- B. The help desk
- C. The CIO
- D. The business continuity vendor

Correct Answer: A

QUESTION 4

The use of an enterprise architecture (EA) framework BEST supports IT governance by providing:

- A. key information for IT service level management.
- B. reference models to align IT with business.



- C. IT standards for application development
- D. business information for IT capacity planning.

Correct Answer: D

QUESTION 5

To enable the development of required IT skill sets for the enterprise, it is MOST important to define skill requirements based on:

- A. training needs.
- B. one set of skills applicable to all IT staff.
- C. a best practices framework.
- D. each role within the IT department.

Correct Answer: D

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