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**QUESTION 1**

Of the following, who should be responsible for ensuring the regular review of quality management performance against defined quality metrics?

- A. Process owners
- B. Risk management team
- C. Internal auditors
- D. Executive management

Correct Answer: A

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**QUESTION 2**

Which of the following is the BEST IT architecture concept to ensure consistency, interoperability, and agility for infrastructure capabilities?

- A. Establishment of an IT steering committee
- B. Standards-based reference architecture and design specifications
- C. Establishment of standard vendor and technology designations
- D. Design of policies and procedures

Correct Answer: A

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**QUESTION 3**

Which of the following is the MOST important driver of IT governance?

- A. Effective internal controls
- B. Management transparency
- C. Quality measurement
- D. Technical excellence

Correct Answer: B

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**QUESTION 4**

A rail transport company has the worst on-time arrival record in the industry due to an antiquated IT system that controls scheduling. Despite employee resistance, an initiative to upgrade the technology and related processes has been approved. To maximize employee engagement throughout the project, which of the following should be in place prior to



the start of the initiative?

- A. Procurement management plan
- B. Organizational change management plan
- C. Risk response plan
- D. Resource management plan

Correct Answer: B

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#### QUESTION 5

An enterprise has identified a number of plausible risk scenarios that could result in economic loss associated with major IT investments. Which of the following is the BEST method to assess the risk?

- A. Cost-benefit analysis
- B. Qualitative analysis
- C. Business impact analysis (BIA)
- D. Quantitative analysis

Correct Answer: C

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