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**QUESTION 1**

Which of the following phases in SDLC provides the basis for acquiring the resources needed to achieve a solution?

- A. Design
- B. Planning
- C. Development
- D. Initiation

Correct Answer: B

QUESTION 2

A large organization with branches across many countries is in the midst of an enterprise resource planning (ERP) transformation. The IT organization receives news that the branches in a country where the impact to the enterprise is to be greatest are being sold. What should be the NEXT step?

- A. Update the ERP business case and re-evaluate the ROI.
- B. Cancel the ERP transformation and re-allocate project funds.
- C. Adjust the ERP implementation plan and budget.
- D. Continue with the ERP migration according to plan.

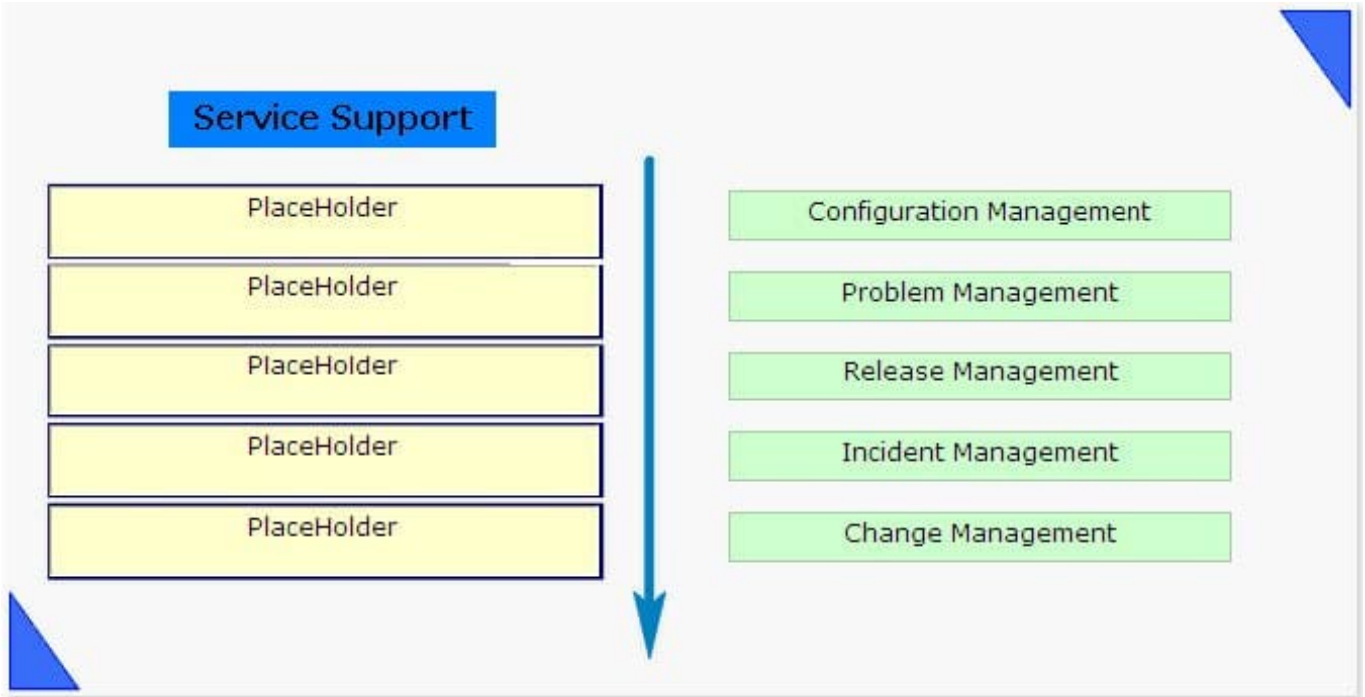
Correct Answer: A

QUESTION 3

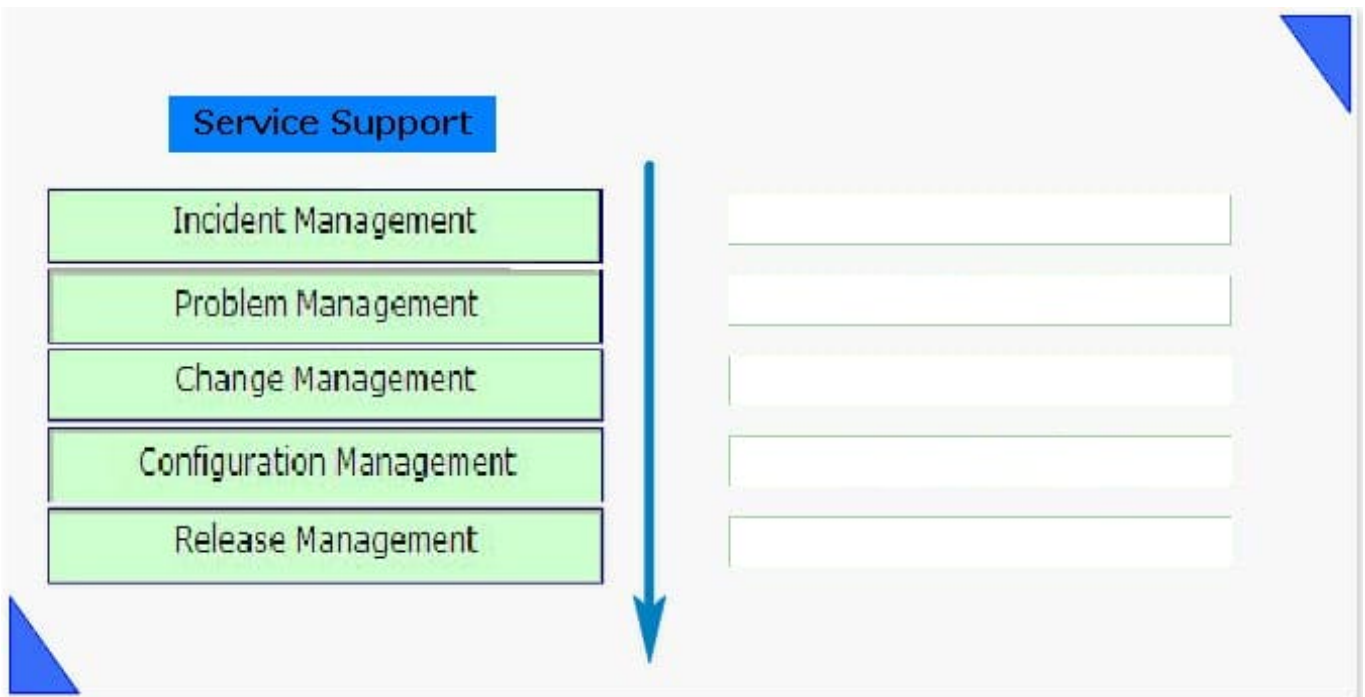
The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service operation,

i.e. operational processes in Service Support, in the correct places.

Select and Place:



Correct Answer:



QUESTION 4

It has been discovered that multiple business units across an enterprise are using duplicate IT applications and services to fulfill their individual needs. Which of the following would be MOST helpful to address this concern?



- A. Enterprise architecture (EA)
- B. Enterprise risk framework
- C. IT service management
- D. IT project roadmap

Correct Answer: C

QUESTION 5

Which of the following should be the MOST important consideration when defining an information architecture?

- A. Frequency and quantity of information updates
- B. Information to justify business cases
- C. Incorporation of emerging technologies
- D. Access to and exchange of information

Correct Answer: D

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