

# IIA-CIA-PART3<sup>Q&As</sup>

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**QUESTION 1**

Which of the following is the best example of IT governance controls?

- A. Controls that focus on segregation of duties, financial, and change management.
- B. Personnel policies that define and enforce conditions for staff in sensitive IT areas.
- C. Standards that support IT policies by more specifically defining required actions.
- D. Controls that focus on data structures and the minimum level of documentation required.

Correct Answer: C

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**QUESTION 2**

Which of the following are steps in a customer value analysis (CVA)?

I. Determining what customers value

II.

Having customers rank the relative significance of the elements of customer value III. Evaluating how well the firm and its competitors perform relative to the elements of customer value IV. Focusing on performance with respect to each element of customer value

A.

I, III, and IV only.

B.

I, II, and III only.

C.

I, II, and III only.

D.

I, II, III, and IV.

Correct Answer: D

The steps in a CVA are to:

Determine what customers value.

Assign quantitative amounts to the elements of customer value and have customers rank their relative significance.

Evaluate how well the firm and its competitors perform relative to each element.

Focus on performance with respect to each element, vis-a-vis an important competitor in a given

market segment.

Repeat the foregoing steps as circumstances change.

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### QUESTION 3

Which of the following descriptions of the internal control system are indicators that risks are managed effectively?

1.

Existing controls promote compliance with applicable laws and regulations.

2.

The control environment is designed to address all identified risks to the organization.

3.

Key controls for significant risks to the organization remain consistent over time.

4.

Monitoring systems are in place to alert management to unexpected events.

A. 1 and 3.

B. 1 and 4.

C. 2 and 3.

D. 2 and 4.

Correct Answer: B

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### QUESTION 4

Which of the following local area network physical layouts is subject to the greatest risk of failure if one device fails?

A. Star network.

B. Bus network.

C. Token ring network.

D. Mesh network.

Correct Answer: C

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### QUESTION 5

Which of the following is not a technological factor that may lead to overbuilding?

- A. Long lead times for adding capacity.
- B. Changes in production technology.
- C. The presence of economies of scale.
- D. High exit barriers.

Correct Answer: D

The following are technological factors that may lead to overbuilding:

- (1)  
capacity may need to be added in large increments; (2) the presence of economies of scale or a steep learning curve encourages preemption; (3) long lead times for adding capacity increase the risk of competitive inferiority if a firm does not act quickly to raise capacity;
- (4)  
when the minimum efficient scale increases, large plants are becoming more efficient even though demand is not growing;and
- (5)  
changes in production technology result in new construction while old plants remain in operation. High exit barriers are a structural factor that may lead to overbuilding. The effect of high exit barriers is to extend the period of overcapacity.

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