

# Final Exam

**Due** Aug 14 at 12pm      **Points** 100      **Questions** 40

**Available** Aug 14 at 10am - Aug 14 at 12pm about 2 hours

**Time Limit** 50 Minutes

## Instructions

The final exam for ISEM-547 Semester is scheduled for Sat (8/14/2021) from 10:00am to 12:00pm (EST). Final Exam is worth 100 Points Total; Exam is 50-minutes long with only one attempt.

**NOTE:** Your one attempt can only be taken between 10:00am to 12:00pm (EST) and must be submitted before the 50 minute time expires. Be sure to prepare for the final exam. There is no make up exams for the final, failure to take the final exam during the scheduled date and time period; will result in a grade of zero.

## Attempt History

	Attempt	Time	Score
LATEST	<a href="#">Attempt 1</a>	49 minutes	70 out of 100

❗ Correct answers are hidden.

Score for this quiz: **70** out of 100

Submitted Aug 14 at 11:38am

This attempt took 49 minutes.

### Question 1

1 / 1 pts

Investments in plant, property, or equipment are considered capital expenditures?

☒ True

Correct!

☐ False

## Question 2

1 / 1 pts

If the risk probability is high but the overall impact is low; the best risk mitigation strategy would be to transfer the risk?

☒ True

Correct!

☐ False

## Question 3

1 / 1 pts

Service level, measures, thresholds, remedies, reporting criteria, and compensation (i.e., credits or penalties) should be required in contractual components of an SLA?

☒ True

Correct!

☐ False

#### Question 4

1 / 1 pts

By evaluating the percentages of the Run, Grow, and Transform composition of the IT project portfolio and associated expenditures in the IT budget, business and IT executives can determine the degree in which IT organization is contributing to the growth and driving innovation in the organization?

☒ True

Correct!

☐ False

#### Question 5

1 / 1 pts

It is perfectly fine to ask potential candidates during interviews about their race and marital status?

☐ True

☒ False

Correct!

Incorrect

### Question 6

0 / 1 pts

PERT, regression analysis, and work breakdown structures are methods used for analyzing the tasks involved in completing a given project and aiding in estimating duration and costs?

☒ True

Monte Carlo simulations are used in conjunction with PERT; not regression analysis

☐ False

Incorrect

### Question 7

0 / 1 pts

Cloud computing, is a kind of Intranet-based computing that provides shared processing resources and data to computers and other devices on demand?

☒ True

Internet not Intranet

☐ False

### Question 8

1 / 1 pts

Best performing companies were more likely to have well managed IT organizations who leverage selective outsourcing as a part of their IT portfolios and operational deployment strategies?

☒ True

Correct!

☐ False

Incorrect

### Question 9

0 / 1 pts

Qualitative risk analysis numerically estimates the probability that a project will meet its cost and time objectives?

☒ True

Quantitative analysis not qualitative.

☐ False

**Question 10****1 / 1 pts**

Managing vendor contracts, performance, relationships, and finances are key components of vendor management framework?

☒ True

Correct!

☐ False

**Question 11****3 / 3 pts**

What elements should be contained in an employee's performance review; choose the most accurate response below?

☒ All of the above

Correct!

☐

Work Ethic; Work Results, Decision Quality, Interpersonal Relationships

☐

Organization and Planning; Creativity and Problem Solving

☐

Communications (Oral & Written); Ethics & Compliance; Knowledge & Skills

**Question 12****3 / 3 pts**

What can be measured to show the value of vendor management?

☒ All of the above

Correct!

☐ Performance

☐ Innovation

☐ Efficiency

**Question 13****3 / 3 pts**

Who is responsible for coordination and oversight of all design activities and associated processes of service design and evaluation; choose the most accurate response below?

☒ Design Coordinator

Correct!

☐ Enterprise Architect

☐ Chief Technology Officer

☐ None of the above

### Question 14

3 / 3 pts

What are the common governing bodies established within an organization; choose the most accurate response below?

☐ Board, Convention, Council, Workgroups

☐ Board, Committees, Council, Sub-councils

☒ Board, Committees, Council, Workgroups

Correct!

☐ None of the above

### Question 15

3 / 3 pts

What organizational structure fall somewhere in between hierarchies and flat organizations; choose the most accurate response below?

☒ Flatarchies Organizational Structure



Correct!

- ☐ Mixarchical Organizational Structure
- ☐ None of the above
- ☐ Matrixed Organizational Structure

### Question 16

3 / 3 pts

What are the characteristics of good governance; choose the most accurate response below?

- ☐ Programs, Procedures, Participation, Audits, Risk Management
- ☐ Rigid controls, nonpartisan regulatory body, forced and unfunded mandates
- ☒ Rule of law, Transparency, Responsiveness, Accountability, Equity and Inclusiveness

Correct!

- ☐ None of the above

**Question 17****3 / 3 pts**

What is not considered a common organizational structure; choose the most accurate response below?

☐ Hierarchical Organizational Structure

☐ Functional Organizational Structure

☐ Matrixed Organizational Structure

☒ Hyperflex Organizational Structures

Correct!

**Incorrect****Question 18****0 / 3 pts**

Choose the three words that correctly completes this statement:  
Information technology managers are responsible for the planning, coordinating, and directing \_\_\_\_\_ and \_\_\_\_\_ activities and \_\_\_\_\_ to meet business goals and objectives.

☒ individual, server, budget

Incorrect response.

☒ individuals, team, security

Incorrect response.

- ☐ people, things, processes
- ☐ None of the above

### Question 19

3 / 3 pts

This equation  $(\text{Agreed Service Time} - \text{Down Time}) / (\text{Agreed service Time}) \times 100\%$  is used to calculate what key service metric; choose the most accurate response below?

- ☒ Availability

Correct!

- ☐ Scalability
- ☐ Maintainability
- ☐ Capacity

### Question 20

3 / 3 pts

What are the features of good policy; choose the most accurate response below?

- ☒ Specific, Uniform, Flexible, Enforceable, Clear and Understandable

Correct!

- ☐ Specific, Uniform, Complex, Enforceable, Clear and Understandable
- ☐ Specialized, Uniform, Flexible, Enforceable, Clear and Reasonable
- ☐ None of the above

### Question 21

3 / 3 pts

Choose the term that refers to a technique used to understand the impact of risk and uncertainty in financial, project management, cost, and other forecasting models?

- ☐ Regression Technique
- ☐ Time Series Techniques
- ☐ Discrete Choice Technique
- ☒ Monte Carlo Simulation

Correct!

Incorrect

### Question 22

0 / 3 pts

The IT portfolio encompass of what core four portfolios?

☐ Applications, Services, Technology, and Projects

☐ Services, Contracts, Projects, and Technology

☒ None of the above

Incorrect response.

☐ Applications, Services, Projects, and Networks

### Question 23

3 / 3 pts

What key areas identified below is in the realm of responsibilities of an IT manager; choose the most accurate response below?

☐ Assessments, Policy , Standards, Corporate Loans

☒ Security, Budget, Planning, Estimating, IT Portfolio

Correct!

☐ Solutions, Security, Procurements, Contracts, Property Leasing

☐ None of the above

**Question 24****3 / 3 pts**

What are the common risk control categories; choose the most accurate response below?

- ☐ None of the above
- ☒ Avoidance, Assurance, Detection, and Recovery
- ☐ Averting, Assurance, Detection, and Recovery
- ☐ Avoidance, Assertion, Detection, and Recovery

Correct!

**Question 25****3 / 3 pts**

The two types of service agreements are?

- ☐ Predefined non-negotiable agreements and variable agreements
- ☐ Nonconvertible agreements and Transferable agreements
- ☒ Predefined non-negotiable agreements and negotiated agreements
- ☐ Predefined negotiable agreements and conferred agreements

Correct!

**Incorrect****Question 26****0 / 3 pts**

Which of the items listed below is not a common licensing model?

☒ Non-Perpetual

Incorrect response.

☐ Coexisting User

☐ Home Use

☐ Per Seat

**Question 27****3 / 3 pts**

\_\_\_\_\_ are principles, rules, and protocols formulated or adopted by an organization to govern its actions; choose the correct word below to complete the sentence?

☐ Guideline

☐ Standard

☒ Policy

Correct!

☐ Procedure

### Question 28

3 / 3 pts

What are the IT services lifecycle phases; choose the most accurate response below?

☐ None of the above

☒ Strategy, Design, Transition, Operation, Continual Improvement

Correct!

☐ Strategy, Design, Transition, Deployment, Continual Improvement

☐ Strategy, Requirements, Design, Build, Operation

### Question 29

3 / 3 pts

Which of the following are preliminary activities when considering the use of cloud services?

☒ All of the above

Correct!



- ☐ Exit Strategy
- ☐ Compliance
- ☐ Service Agreement

**Question 30****3 / 3 pts**

As with any outsourcing of information technology services, concerns exist regarding computer security and privacy. What factors should be evaluated to minimize risks and ensure cloud service provider accountability?

- ☐ Composite Service
- ☐ Laws, Regulations, & Compliance
- ☐ Data Ownership, Location, & Protection
- ☒ All of the above

Correct!

**Question 31****3 / 3 pts**

Employee burnout can result in significant impacts and costs associated with which of the following aspects?

☒ All of the above

Correct!

☐ Errors on the job

☐ Deterioration of health

☐ Relationship with coworkers and/or family members

Incorrect

### Question 32

0 / 3 pts

CIO face challenges relative to finding a balance point between what factors when it comes to the business value of IT; choose the most accurate response below?

☐ Innovation & Business Value against Workload & Cost Reduction

☒ Innovation & Business Value against Investments & Cost Reduction

Incorrect response.

☐ Innovation & Business Value against Workload & Cost Increases

☐ Modernization & Business Value against Workload & Cost Reduction

**Question 33****3 / 3 pts**

When managing people, choose from the options below that would be considered best practices?

☐

Understanding Strengths and weaknesses; being decisive, always take credit for others

☐

Establishing a clear path; being decisive, share employee faults and weaknesses

☒

Understanding Strengths and weaknesses; being decisive, communicate expectations

Correct!

☐

None of the above

**Question 34****3 / 3 pts**

Which of the following is a cloud computing model characteristic?

☐

Self-Healing

☒

Rapid Elasticity

Correct!

- ☐ Baseband Access
- ☐ Metered Service

Incorrect

### Question 35

0 / 3 pts

A good procedure means understanding the \_\_\_\_\_ and the \_\_\_\_\_; choose the most accurate response below?

- ☒ rules; polices

Incorrect response.

- ☐ activities; standards
- ☐ process; environment
- ☐ people; program

Incorrect

### Question 36

0 / 3 pts

Which elements are primary functions of an IT service governance framework; choose the most accurate response below?

☐ Strategic Alignment, Financials, IT Operations, Control Frameworks



Strategic Alignment, Financials, Change Management, Control Frameworks

Incorrect response.

☐ None of the above

☐ Service Design, Financials, IT Operations, Monitoring Frameworks

Incorrect

### Question 37

0 / 3 pts

What ITIL process helps organization manage the activities associated with the building, testing, validating, and deployment of one or more changes into production environments; choose the most accurate response below?

☐ Risk Management

☒ Project Management

Incorrect response.

☐ Release Management

☐ Security Management

**Incorrect****Question 38****0 / 3 pts**

What key areas are affiliated with IT Governance;choose the most accurate response below?



Data/Information, Application, Architecture, Service, Vendor/Supplier



Data/Information, Application, Architecture, Service, Acquisition/Mergers

Incorrect response.



Data/Information, Application, Architecture, Service, Product Sales



Data/Information, Application, Architecture, Service, Debt Structures

**Question 39****3 / 3 pts**

Which is not a common cloud computing deployment strategy?



Communal Cloud

Correct!



Public Cloud

☐ Private Cloud

☐ Hybrid Cloud

Incorrect

### Question 40

0 / 3 pts

What set of characteristic below is not associated with a manager; choose the most accurate response below?

☐

Leads the platoon; influence in smaller circles; Tactical & Operational

☒

None of the above

Incorrect response.

☐

Long-Term View, Leads the brigade; Influence in wider circles

☐

Planning & Administers; Impacts specific areas of the organization

Quiz Score: **70** out of 100