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Question: 1

Gudmund Pemberton is the service portfolio lead at meridian logistics group, which is adding AI-generated delivery summaries to its customer portal. The release team treats the feature as a small interface change because the routing engine and billing rules are unchanged. Customer support, legal and operations have not agreed how complaints, corrections or customer reliance on the summaries will be handled after launch.
What organizational-context decision should Gudmund make before the AI summary feature is released to customers?

A. Move the feature into a technical sandbox until the model can produce perfect summaries in every route case.
B. Let each support team decide locally how to handle disputes once customers start using the summaries.
C. Treat the AI summaries as a product and service change that needs agreed support, correction and ownership paths.
D. Approve the launch as a user-interface update because the operational routing engine is unchanged.

Answer: C

Question: 2

Almerinda Halvorsen is CIO at Harbourside Retail, where a support bot now suggests refunds without waiting for a supervisor. The old IT governance checklist covered uptime, access requests, and release approvals, but it never asked when automated recommendations become decisions that affect customers. Store managers like the speed, while legal wants a clear line between advice and delegated authority before wider rollout.
Which AI governance issue shows why Harbourside cannot rely only on its traditional IT checklist?

A. The issue is only a staffing matter because managers can ignore the refund suggestion
B. The bot is a normal software release, so uptime checks fully cover the governance need
C. The bot introduces autonomy in decision-making that needs explicit authority and risk boundaries
D. The checklist should be renamed as the Service Value System to align with ITIL 5 language

Answer: C

Question: 3

✓Fabiola Fontaine chairs an AI steering group at a national transport agency. A project team wants to treat NIST AI RMF GOVERN as a sign-off meeting that happens once before pilots begin. After that meeting, they plan to move into mapping, measurement and treatment activities with no further governance review unless a serious incident occurs. Fabiola needs to correct the operating model before several route-optimization pilots are approved.
How should Fabiola position the GOVERN function when combining NIST AI RMF work with ongoing ITIL AI governance?

A. As a vendor assurance task completed only after pilots enter live operation
B. As a cross-cutting function that informs MAP, MEASURE and MANAGE throughout the AI risk work
C. As a one-time sign-off gate that closes before MAP, MEASURE, and MANAGE begin their AI risk work
D. As the function that replaces ITIL AI governance once NIST terms are adopted

Answer: B

Question: 4

Bergljot Hjelmstad is risk officer at Northbridge. The organisation is reviewing whether a connected vehicle component may be treated as product-safety-linked high-risk AI in Europe. Engineering still uses an older launch calendar that assumes earlier high-risk dates, while legal has flagged the 2026 timetable changes. Bergljot must update the governance plan from current EU AI Act timing, keep evidence for the product-safety route, and stop teams from treating stale rollout assumptions as approval facts.
Which governance decision should Bergljot recommend to update the launch calendar without using stale rollout assumptions?

A. Keep the original 2026 date because delayed dates apply only to voluntary pledges and outreach
B. Let the product release date decide timing because the law gives no fixed compliance date at all
C. Plan against 2 August 2028 for Annex I product-safety-linked high-risk obligations
D. Plan against 2 December 2027 for the Annex III delay, even though this component needs the product safety date

Answer: C

Question: 5

Urbain Lindgren, service portfolio manager at Northbank Mutual, is reviewing an AI underwriting explainer after a current-governance review. The review found gaps in data lineage evidence, human escalation triggers, and supplier model-change disclosure. The risk forum now accepts that existing approval forms do not cover these AI-specific issues. Urbain must choose the next practical move before any new controls are designed, because teams need clear requirements for evidence, escalation, supplier notices, and ongoing ownership.
Which Improvement Model step best fits his next move after the review has exposed AI-specific gaps?

A. Design governance adjustments by changing committee charters and control wording

B. Assign a published maturity name to the explainer and publish a score
C. Operate governance dynamically through live monitoring and periodic adjustment
D. Define AI-specific requirements that capture the evidence, review, and supplier needs

Answer: D

Question: 6

Eystein Wickramasinghe is preparing a short briefing for the audit committee of a regional electricity distributor. The committee has heard that the NIST AI Risk Management Framework can be used with the organization's ITIL AI governance work, but the draft slide mixes NIST terms with ordinary project phases. Before the paper goes forward, Eystein wants the slide to name the framework's core functions accurately, without adding invented steps or replacing the official labels with local wording.
Which set should Eystein use when naming the four core functions of the NIST AI Risk Management Framework?

A. GOVERN, MAP, CERTIFY and AUDIT controls
B. GOVERN, MAP, MEASURE and MANAGE
C. IDENTIFY, PROTECT, DETECT and RESPOND
D. PLAN, BUILD, OPERATE and IMPROVE cycle

Answer: B

Question: 7

Avdotya Urquhart, AI governance lead at Harbourline Health Services, is reviewing a pilot that summarizes patient contact notes for clinic coordinators. The pilot saves each team almost six hours a week, but early testing shows that unusual medication names are sometimes simplified into misleading wording. The clinical team wants to scale next month, while privacy and safety leads want proof that staff know when to verify a summary. Funding will expire if the decision is delayed for a quarter.
Which governance decision best balances expected value with the risk in the summarization pilot?

A. Scale immediately because productivity benefits have already been proven by the clinic teams.
B. Cancel the pilot until summaries can be guaranteed error-free in every clinical context.
C. Approve scaling only after verification steps, user guidance, and monitoring are built into the rollout.
D. Limit the tool to non-clinical notes and treat all remaining risks as operational training issues.

Answer: C

Question: 8

Haldor Yakovlev manages the service desk at northbridge energy services. Agents now receive AI-drafted incident replies that look polished and are usually accurate. A backlog review shows some agents paste replies directly into customer cases without checking attached logs or policy constraints. Managers want faster resolution times, but a regulated customer has already challenged one incorrect reply.
What accountability control best fits the decision-making change created by the AI-drafted replies?

A. Block all AI drafting until every historical incident reply has been manually rechecked.
B. Measure only average handling time because faster replies prove the customer workflow is improving.
C. Make the AI tool accountable for reply quality because it produced the text seen by the customer.
D. Require human review and clear ownership before AI-drafted replies are sent in customer cases.

Answer: D

Question: 9

Lucasta Lundqvist is AI governance lead at Meridian logistics group. A dispatch assistant is ready for national rollout after a successful depot pilot. Operations wants one approval form that blocks any route change until a central committee meets. Product teams argue that would freeze learning. The board asks for a governance stance that keeps accountability visible without making every low-risk adjustment wait for executive approval.
Which governance quality should Lucasta prioritise when setting the rollout approval approach for the dispatch assistant?

A. Use proportional controls that give clear boundaries while allowing low-risk local changes
B. Let each depot define its own rules without shared assurance checks or common escalation criteria
C. Pause the rollout until the team can assign every AI decision to a maturity level
D. Send every route-tuning change to the executive committee, even routine low-risk depot adjustments

Answer: A

Question: 10

Ansgar Ashworth is AI governance lead at Vespera. The organisation is reviewing an AI triage assistant that will be used beside a spelling helper, and leaders want one approval route for every AI tool. The spelling helper corrects staff notes before submission, while the triage assistant may influence service priority and whether a vulnerable customer is contacted first. Ansgar has early evidence that a single lightweight checklist would under-govern the triage tool, but a heavy approval pack for the spelling helper would slow low-exposure work unnecessarily.
Which governance decision should Ansgar recommend to separate low-exposure tools from systems needing stronger governance?

A. Rank tools on a vendor maturity ladder from simple chatbot to advanced autonomous system tier
B. Replace legal classification with an ITIL practice checklist for all AI deployments and suppliers
C. Use the EU AI Act risk-based structure and classify each use before choosing obligations
D. Apply one global AI approval process with the same evidence pack for every AI tool and team

Answer: C

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