

Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

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NEW QUESTION 1

Your project spans the entire organization. You would like to assess the risk of the project but are worried that some of the managers involved in the project could affect the outcome of any risk identification meeting. Your worry is based on the fact that some employees would not want to publicly identify risk events that could make their supervisors look bad. You would like a method that would allow participants to anonymously identify risk events. What risk identification method could you use?

- A. Delphi technique
- B. Isolated pilot groups
- C. SWOT analysis
- D. Root cause analysis

Answer: A

NEW QUESTION 2

Fill in the blank with an appropriate phrase.

_____ models address specifications, requirements, design, verification and validation, and maintenance activities.

- A. Life cycle

Answer: A

NEW QUESTION 3

Which of the following are the roles of a CEO in the Resource management framework? Each correct answer represents a complete solution. Choose all that apply.

- A. Organizing and facilitating IT strategic implementations
- B. Establishment of business priorities & allocation of resources for IT performance
- C. Overseeing the aggregate IT funding
- D. Capitalization on knowledge & information

Answer: ABD

NEW QUESTION 4

Which of the following is a process that occurs due to mergers, outsourcing or changing business needs?

- A. Voluntary exit
- B. Plant closing
- C. Involuntary exit
- D. Outplacement

Answer: C

NEW QUESTION 5

Fill in the blank with the appropriate word.

An _____ is a resource, process, product, computing infrastructure, and so forth that an organization has determined must be protected.

- A. asset

Answer: A

NEW QUESTION 6

Which of the following processes is responsible for low risk, frequently occurring low cost changes?

- A. Incident Management
- B. IT Facilities Management
- C. Release Management
- D. Request Fulfillment

Answer: D

NEW QUESTION 7

Which of the following essential elements of IT Portfolio Investment Management drives better decisions by providing real-time portfolio performance information in personalized views, such as cost/benefit summary, risk versus reward, ROI versus alignment, and balance bubble charts?

- A. Workflow, Process Management, Tracking and Authorization
- B. Portfolio Management
- C. Integrated Dashboards and Scorecards
- D. Portfolio What-If Planning

Answer: C

NEW QUESTION 8

Val IT is a suite of documents that provide a framework for the governance of IT investments, produced by the IT Governance Institute (ITGI). It is a formal

statement of principles and processes for IT portfolio management. Drag and drop the correct domain ('Portfolio management') next to the IT processes defined by Val IT.

DESCRIPTION	IT PROCESSES	
It maintains a human resource inventory.	Drop Here	PM 9
It identifies the resource requirements.	Drop Here	PM 8
It performs a gap analysis.	Drop Here	PM 7
It develops a resourcing plan.	Drop Here	PM 6
It monitors the resource requirements and utilization.	Drop Here	PM 5
It establishes an investment threshold.	Drop Here	PM 4
It evaluates the initial program concept business case.	Drop Here	PM 3
It evaluates and assigns a relative score to the program business case.	Drop Here	PM 2
It creates an overall portfolio view.	Drop Here	PM 1

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

DESCRIPTION	IT PROCESSES	
It maintains a human resource inventory.	PM 1	PM 9
It identifies the resource requirements.	PM 2	PM 8
It performs a gap analysis.	PM 3	PM 7
It develops a resourcing plan.	PM 4	PM 6
It monitors the resource requirements and utilization.	PM 5	PM 5
It establishes an investment threshold.	PM 6	PM 4
It evaluates the initial program concept business case.	PM 7	PM 3
It evaluates and assigns a relative score to the program business case.	PM 8	PM 2
It creates an overall portfolio view.	PM 9	PM 1

NEW QUESTION 9

Which of the following are the main goals of Broadcasting Board of Governors (BBG)'s strategic plan 2008-2013? Each correct answer represents a complete solution. Choose all that apply.

- A. It employs modern communication techniques and technologies.
B. It builds on our reach and impact within the muslim world.
C. It engages the world in conversation about England.
D. It enhances program delivery across all platforms.

Answer: ABD

NEW QUESTION 10

Which of the following types of IT organizational structures states that all IT decision-making and the IT budget are in one place, much easier to manage, and require much less effort to organize?

- A. Decentralized
- B. Federated
- C. Project-based
- D. Centralized

Answer: D

NEW QUESTION 10

A service provider guarantees for end-to-end network traffic performance to a customer. Which of the following types of agreement is this?

- A. LA
- B. VPN
- C. NDA
- D. SLA

Answer: D

NEW QUESTION 15

Wendy is the project manager of the FBL project for your company. She has identified several risks within her project and has created a risk contingency reserve of \$45,000 total. Her project is nearly complete and many of the risks have not happened in the project. What should Wendy do with the funds in the contingency reserve?

- A. The funds for the risks that have passed and have not happened are transferred to the project budget.
- B. The funds remain in the contingency reserve until all of the risks have passed.
- C. The funds remain in the contingency reserve until the project is closed.
- D. The funds for the risks that have passed and have not happened are released.

Answer: D

NEW QUESTION 16

Which of the following concepts is a semi-standard structured report supported by proven design methods and automation tools that can be used by managers to keep track of the execution of activities by staff within their control and monitor the consequences arising from these actions?

- A. Total Security Management
- B. Balanced Scorecard (BSC)
- C. Total Quality Management
- D. Six Sigma

Answer: B

NEW QUESTION 19

You are the project manager of the HJK project for your organization. You and the project team have created risk responses for many of the risk events in the project. A teaming agreement is an example of what risk response?

- A. Mitigation
- B. Sharing
- C. Transference
- D. Acceptance

Answer: B

NEW QUESTION 22

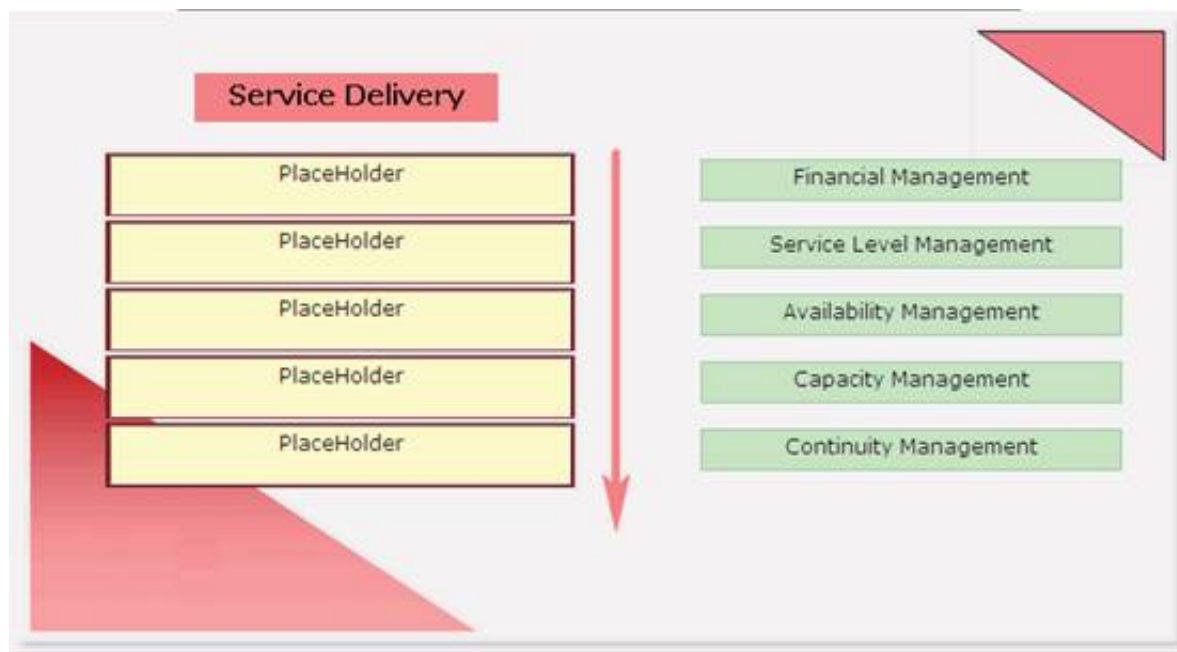
Which of the following roles is responsible for review and risk analysis of all contracts on a regular basis?

- A. The Service Catalogue Manager
- B. The Supplier Manager
- C. The Configuration Manager
- D. The IT Service Continuity Manager

Answer: B

NEW QUESTION 27

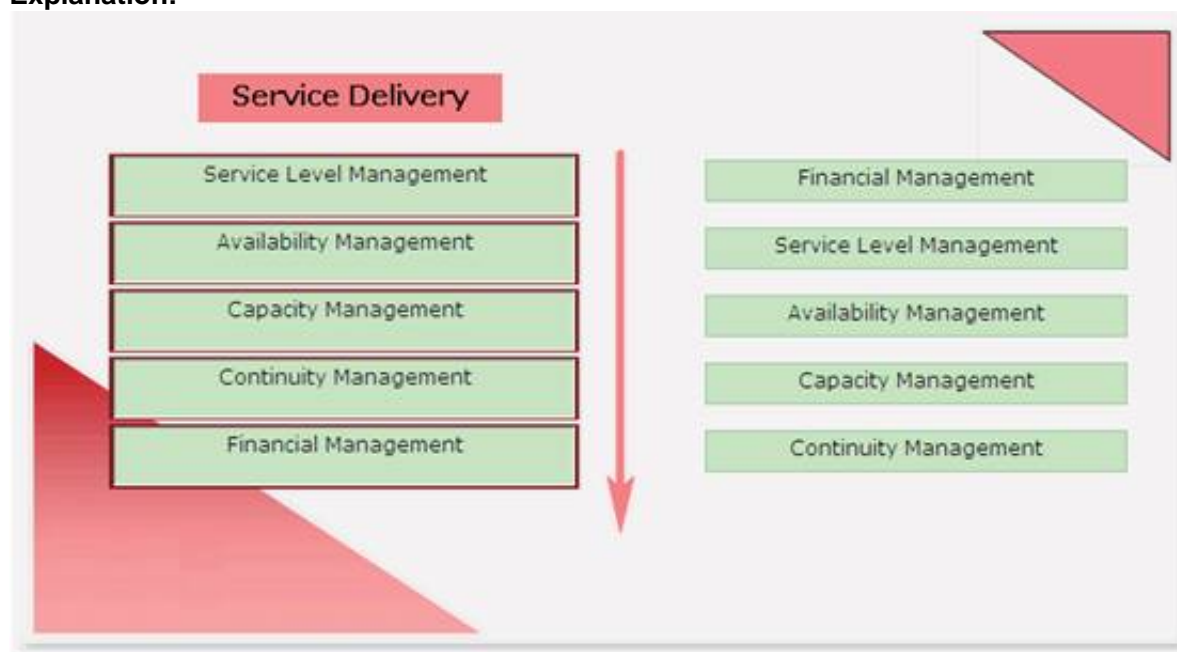
The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service planning, i.e. tactical processes in Service Delivery, in the correct places.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 31

Which of the following levels of Gartner's cost optimization framework describes the right kind of partnership with IT vendors, which can benefit each party in times of economic upturns?

- A. Cost Savings within IT
- B. Joint Business and IT Cost Savings
- C. IT Procurement
- D. Enabling Innovation and Business Restructuring

Answer: C

NEW QUESTION 34

Which of the following are parts of SWOT Analysis?

Each correct answer represents a complete solution. Choose all that apply.

- A. Optimism
- B. Threats
- C. Weaknesses
- D. Opportunities
- E. Tools
- F. Strengths

Answer: BCDF

NEW QUESTION 39

You are the project manager of the NNN project for your company. You and the project team are working together to plan the risk responses for the project. You feel that the team has successfully completed the risk response planning and now you must initiate what risk process it is. Which of the following risk processes is repeated after the plan risk responses to determine if the overall project risk has been satisfactorily decreased?

- A. Risk response implementation
- B. Quantitative risk analysis
- C. Risk identification

D. Qualitative risk analysis

Answer: B

NEW QUESTION 41

Your project is an agricultural-based project that deals with plant irrigation systems. You have discovered a byproduct in your project that your organization could use to make a profit. If your organization seizes this opportunity, it would be an example of what risk response?

- A. Exploiting
- B. Positive
- C. Opportunistic
- D. Enhancing

Answer: A

NEW QUESTION 46

Which document refers to the steps that must be taken if there is a major gap in the projected delivery quality of a service and the actual delivery?

- A. Service Improvement Plan
- B. Service Quality Plan
- C. Business Service Catalogue
- D. Service Level Agreement

Answer: A

NEW QUESTION 48

Which of the following IT governance frameworks provides governance of IT investments, produced by the IT Governance Institute (ITGI), and is a formal statement of principles and processes for IT portfolio management?

- A. VMM
- B. Val IT
- C. Risk IT
- D. COBIT

Answer: B

NEW QUESTION 50

Which of the following concepts is the business practice of developing and implementing comprehensive risk management and security practices for a firm's entire value chain?

- A. TOGAF
- B. TQM
- C. BSC
- D. TSM

Answer: D

NEW QUESTION 54

Sensitivity analysis is a technique for systematically changing parameters in a model to determine the effects of such changes and is useful for computer modelers for a range of purposes. Which of the following purposes does the sensitivity analysis include?

Each correct answer represents a complete solution. Choose all that apply.

- A. Decision making or the development of recommendations for decision makers
- B. Model development
- C. Estimating the average outcome
- D. Increased understanding or quantification of the system

Answer: ABD

NEW QUESTION 55

Lisa is the project manager of the SQL project for her company. She has completed the risk response planning with her project team and is now ready to update the risk register to reflect the risk response. Which of the following statements best describes the level of detail Lisa should include with the risk responses she has created?

- A. The level of detail is set by historical information.
- B. The level of detail should correspond with the priority ranking.
- C. The level of detail is set by project risk governance.
- D. The level of detail must define exactly the risk response for each identified risk.

Answer: B

NEW QUESTION 58

Which of the following domains of CGEIT aims to guarantee that the IT enables and supports the achievement of business objectives through the integration of IT strategic plans with business strategic plans and the alignment of IT services with enterprise operations?

- A. Risk Management
- B. IT Governance Framework
- C. Strategic Alignment
- D. Value Delivery

Answer: C

NEW QUESTION 61

You are the project manager for the ABC organization. Your current project has 75 internal stakeholders and 245 external stakeholders. Many of the risks within your project will only affect the internal stakeholders, but several of the identified risk events will affect the external stakeholders. Management would like to know the total number of communication channels in the project. How many communication channels exist in this project?

- A. 245
- B. 102,080
- C. 51,040
- D. 320

Answer: C

NEW QUESTION 64

Which of the following is a process improvement approach that provides organizations with the essential elements for effective process improvement and guides process improvement across a project, a division, or an entire organization?

- A. Capability Maturity Model Integration
- B. Service Portfolio
- C. COBIT
- D. Six Sigma

Answer: A

NEW QUESTION 67

Which types of project tends to have more well-understood risks?

- A. First-of-its kind technology projects
- B. State-of-art technology projects
- C. Recurrent projects
- D. Operational work projects

Answer: C

NEW QUESTION 70

You are the project manager of a large construction project. You are evaluating the strengths, weaknesses, opportunities, and threats involved in a project. In which of the following processes are you on?

- A. Define Scope
- B. Identify Risks
- C. Plan Risk Responses
- D. Plan Risk Management

Answer: B

NEW QUESTION 75

TOGAF is based on four pillars, called architecture domains. Which of the following architecture domains provides a blueprint for the individual application systems to be deployed, the interactions between the application systems, and their relationships to the core business processes of the organization with the frameworks for services to be exposed as business functions for integration?

- A. Business architecture
- B. Applications architecture
- C. Technical architecture
- D. Data architecture

Answer: B

NEW QUESTION 80

Which of the following external factors complicate the notion of business-IT for achieving strategic alignment? Each correct answer represents a complete solution. Choose all that apply.

- A. Resource limitations
- B. Economic and regulatory changes
- C. World region changes and events
- D. Market changes

Answer: BCD

NEW QUESTION 81

You work as a project manager for TechSoft Inc. You are working with the project stakeholders on the qualitative risk analysis process in your project. You have used all the tools to the qualitative risk analysis process in your project. Which of the following techniques is NOT used as a tool in qualitative risk analysis process?

- A. Risk Data Quality Assessment
- B. Risk Categorization
- C. Risk Reassessment
- D. Risk Urgency Assessment

Answer: C

NEW QUESTION 82

You work as a project manager for BlueWell Inc. You are about to complete the quantitative risk analysis process for your project. You can use three available tools and techniques to complete this process. Which one of the following is NOT a tool or technique that is appropriate for the quantitative risk analysis process?

- A. Quantitative risk analysis and modeling techniques
- B. Organizational process assets
- C. Expert judgment
- D. Data gathering and representation techniques

Answer: B

NEW QUESTION 86

You work as a project manager for BlueWell Inc. Your project is using a new material to construct a large warehouse in your city. This new material is cheaper than traditional building materials, but it takes some time to learn how to use the material properly. You have communicated to the project stakeholders that you will be able to save costs by using the new material, but you will need a few extra weeks to complete training to use the materials. This risk response of learning how to use the new materials can also be known as what term?

- A. Cost-benefits analysis
- B. Benchmarking
- C. Cost of conformance to quality
- D. Team development

Answer: C

NEW QUESTION 91

Which of the following processes involves choosing the alternative strategies, executing a contingency or fallback plan, taking corrective action, and modifying the project management plan?

- A. Scope Change control
- B. Monitor and Control risk
- C. Integrated Change control
- D. Configuration Management

Answer: B

NEW QUESTION 92

Which volume provides guidance on clarification and prioritization of service-provider investments in services?

- A. Service Operation
- B. Service Strategy
- C. Service Design
- D. Service Management

Answer: B

NEW QUESTION 95

Which of the following problems occur with performance measurement systems that limit their usefulness? Each correct answer represents a complete solution. Choose all that apply.

- A. It is dependent on gross aggregates, which tend to understate or ignore distributional contributions and consequences.
- B. It is dependent on the timely occurrence of corrective action which is required for effective management control.
- C. It is dependent on historical patterns and reluctant to accept new structural changes that are capable of generating different outcomes
- D. It is dependent on summary data, which emphasizes averages and discounts outliers.

Answer: ACD

NEW QUESTION 96

You are the project manager of the NKJ Project for your company. The project's success or failure will have a significant impact on your organization's profitability for the coming year. Management has asked you to identify the risk events and communicate the event's probability and impact as early as possible in the project. Management wants to avoid risk events and needs to analyze the cost-benefits of each risk event in this project. What term is assigned to the low-level of stakeholder tolerance in this project?

- A. Risk utility function
- B. Mitigation-ready project management
- C. Risk-reward mentality
- D. Risk avoidance

Answer: A

NEW QUESTION 101

Which of the following techniques is used for understanding the "environment" in which a business operates?

- A. Critical success factor analysis
- B. PEST analysis
- C. SWOT analysis
- D. Market segmentation

Answer: B

NEW QUESTION 106

You are the project manager of the CUL project in your organization. You and the project team are assessing the risk events and creating a probability and impact matrix for the identified risks.

Which one of the following statements best describes the requirements for the data type used in qualitative risk analysis?

- A. A qualitative risk analysis requires fast and simple data to complete the analysis.
- B. A qualitative risk analysis required unbiased stakeholders with biased risk tolerances.
- C. A qualitative risk analysis encourages biased data to reveal risk tolerances.
- D. A qualitative risk analysis requires accurate and unbiased data if it is to be credible.

Answer: D

NEW QUESTION 108

Which of the following best describes the identification, analysis, and ranking of risks?

- A. Plan Risk management
- B. Design of experiments
- C. Fixed-price contracts
- D. Fast tracking

Answer: A

NEW QUESTION 110

You are the project manager of the NHQ Project for your company. You have completed qualitative and quantitative analysis of your identified project risks and you would now like to find an approach to increase project opportunities and to reduce threats within the project. What project management process would best help you?

- A. Plan risk responses
- B. Create a risk governance approach
- C. Create the project risk register
- D. Monitor and control project risks

Answer: A

NEW QUESTION 114

Availability Management allows organizations to sustain the IT service availability to support the business at a justifiable cost. Which of the following elements of Availability Management is used to perform at an agreed level over a period of time?

Each correct answer represents a part of the solution. Choose all that apply.

- A. Reliability
- B. Security
- C. Recoverability
- D. Serviceability
- E. Resilience
- F. Maintainability
- G. Error control

Answer: ABCDEF

NEW QUESTION 118

You are the business analyst for the YGT Organization. You have just completed a capabilities gap assessment and have determined that your organization does not have the necessary resources and technology to seize a business opportunity. What is the most likely course of action for the organization?

- A. Hire contractors to complete the project work.
- B. Move onto the next opportunity.
- C. Launch a new project.
- D. Hire additional resources.

Answer: C

NEW QUESTION 121

Fill in the blank with an appropriate phrase.

The _____ portion of the issue log records the previous pending issues that have been taken care of.

A. resolved issues

Answer: A

NEW QUESTION 126

A project team member has just identified a new project risk. The risk event is determined to have significant impact but a low probability in the project. Should the risk event happen it'll cause the project to be delayed by three weeks, which will cause new risk in the project. What should the project manager do with the risk event?

- A. Add the identified risk to a quality control management control chart.
- B. Add the identified risk to the low-level risk watchlist.
- C. Add the identified risk to the risk register.
- D. Add the identified risk to the issues log.

Answer: C

NEW QUESTION 131

You are the project manager of the GHG project for your company. You have identified the project risks, completed qualitative and quantitative analysis, and created risk responses. You also need to document how and when risk audits will be performed in the project. Where will you define the frequency of risk audits?

- A. Schedule management plan
- B. Risk management plan
- C. Quality management plan
- D. Risk response plan

Answer: B

NEW QUESTION 133

COBIT stands for Control Objectives for Information and Related Technology. COBIT is a set of best practices (framework) for information technology (IT) management created by the Information Systems Audit and Control Association (ISACA), and the IT Governance Institute (ITGI) in 1996. Drag and drop the correct domain ('Monitor and Evaluate') next to the IT processes defined by COBIT to support CSI.

Monitor and evaluate IT performance	Placeholder	ME3
Monitor and evaluate internal control	Placeholder	ME1
Ensure regulatory compliance	Placeholder	ME0
Provide IT governance	Placeholder	ME4
		ME2

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Monitor and evaluate IT performance	ME1	ME3
Monitor and evaluate internal control	ME2	ME1
Ensure regulatory compliance	ME3	ME0
Provide IT governance	ME4	ME4
		ME2

NEW QUESTION 134

Which of the following processes are covered by Service Strategy?
Each correct answer represents a complete solution. Choose all that apply.

- A. Service Portfolio Management
- B. IT Financial Management
- C. Demand Management
- D. IT Architecture Management
- E. Supplier Management

Answer: ABCE

NEW QUESTION 137

Which of the following concepts is used to reduce the errors produced during the manufacturing or service process, increase customer satisfaction, streamline supply chain management, aims for modernization of equipment and ensures workers have the highest level of training?

- A. Balanced Scorecard (BSC)
- B. Six Sigma
- C. Total Quality Management
- D. Total Security Management

Answer: C

NEW QUESTION 142

Enterprise analysis provides many things for an organization. All of the following are tasks included in enterprise analysis except for which one?

- A. Solution performance assessment
- B. Define business need
- C. Determine solution approach
- D. Assess capability gaps

Answer: A

NEW QUESTION 143

You are the project manager of a computer upgrade project. You and the vendor are in dispute over the deliverables the vendor was to provide and configure. What document can best describe how you and the vendor are to proceed if there is a claim against the vendor?

- A. Procurement management plan
- B. Project cost management plan
- C. Enterprise environmental factors
- D. Contract

Answer: D

NEW QUESTION 144

Which of the following steps are performed in the Scoping phase of IT Assurance methodology? Each correct answer represents a complete solution. Choose all that apply.

- A. Customize control objectives.
- B. Scope and plan assurance initiatives.
- C. Select the control objectives for critical processes.
- D. Assess process maturity.

Answer: ABC

NEW QUESTION 149

Which of the following terms includes performance objectives and criteria (POCs), performance indicators, and any other means that evaluate the success in achieving a specified goal?

- A. Precision
- B. Performance Measurement System
- C. Performance Measure
- D. Performance Measurement Category

Answer: C

NEW QUESTION 150

Which of the following domains of COBIT addresses the development of a maintenance plan that a company should adopt in order to prolong the life of an IT system and its components?

- A. Plan and Organize
- B. Acquire and Implement
- C. Deliver and Support
- D. Monitor and Evaluate

Answer: B

NEW QUESTION 153

Which of the following frameworks defines ERM as the discipline by which an organization in any industry assesses, controls, exploits, finances, and monitors risks from all sources for the purpose of increasing the organization's short- and long-term value to its stakeholders?

- A. COSO ERM framework
- B. COBIT
- C. Val IT
- D. Casualty Actuarial Society framework

Answer: D

NEW QUESTION 155

Walter is the project manager of a large construction project. He'll be working with several vendors on the project. Vendors will be providing materials and labor for several parts of the project. Some of the works in the project are very dangerous so Walter has implemented safety requirements for all of the vendors and his own project team. Stakeholders for the project have added new requirements, which have caused new risks in the project. A vendor has identified a new risk that could affect the project if it comes into fruition. Walter agrees with the vendor and has updated the risk register and created potential risk responses to mitigate the risk. What should Walter also update in this scenario considering the risk event?

- A. Project contractual relationship with the vendor
- B. Project communications plan
- C. Project scope statement
- D. Project management plan

Answer: D

NEW QUESTION 159

Which of the following stages of the Forrester's IT Governance Maturity Model states that there are no proper IT governance processes, and it is not documented by management as a requirement?

- A. Stage 3-Consistent
- B. Stage 2-Fragmented
- C. Stage 1-Ad hoc
- D. Stage 4-Best practices

Answer: C

NEW QUESTION 162

The water sanitation project manager has determined that risks associated with handling certain chemicals are too high. He has therefore decided to allow someone else to complete this portion of the project by outsourcing the handling and installation of the chemicals and filter equipment to an experienced contractor. This is an example of which of the following?

- A. Transference
- B. Acceptance
- C. Mitigation
- D. Avoidance

Answer: A

NEW QUESTION 164

Drag and drop the correct activity loop at the appropriate place.

DESCRIPTION	ACTIVITY LOOPS	
It emphasizes on monitoring and deciding of processes.	Drop Here	Loop 3
It describes the improvement of the existing processes.	Drop Here	Loop 2
It describes the creation of new processes.	Drop Here	Loop 1

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

DESCRIPTION	ACTIVITY LOOPS	
It emphasizes on monitoring and deciding of processes.	Loop 1	Loop 3
It describes the improvement of the existing processes.	Loop 2	Loop 2
It describes the creation of new processes.	Loop 3	Loop 1

NEW QUESTION 168

Which of the following essential elements of IT Portfolio Investment Management seamlessly initiates the projects, and incorporates the asset and software development costs to improve the accuracy of ongoing portfolio assessment and project prioritization?

- A. Portfolio Management
- B. Portfolio What-If Planning
- C. Integrated Capability

D. Portfolio Planning Analysis

Answer: C

NEW QUESTION 172

Which of the following are the advantages of IT Resource Management? Each correct answer represents a complete solution. Choose all that apply.

- A. It develops the IT service quality and effectiveness.
- B. It reduces the IT project complexity.
- C. It reduces the enterprise risks.
- D. It provides customer organization to construct the Request for Proposal (RFP).

Answer: ABC

NEW QUESTION 175

Which of the following are the main benefits of using Information Services Procurement Library (ISPL)? Each correct answer represents a complete solution. Choose all that apply.

- A. The contract can be used as a control instrument.
- B. The customer can take advantage of the competitive market.
- C. The proposals of consumers become comparable.
- D. The use of a strategy that really fits the situation.

Answer: ABD

NEW QUESTION 180

During qualitative risk analysis you want to define the risk urgency assessment. All of the following are indicators of risk priority except for which one?

- A. Risk rating
- B. Warning signs
- C. Cost of the project
- D. Symptoms

Answer: C

NEW QUESTION 181

Where can a project manager find risk-rating rules?

- A. Risk management plan
- B. Enterprise environmental factors
- C. Risk probability and impact matrix
- D. Organizational process assets

Answer: D

NEW QUESTION 185

Ben is the project manager of the CMH Project for his organization. He has identified a risk that has a low probability of happening, but the impact of the risk event could save the project and the organization with a significant amount of capital. Ben assigns Laura to the risk event and instructs her to research the time, cost, and method to improve the probability of the positive risk event. Ben then communicates the risk event and response to management. What risk response has been used here?

- A. Enhance
- B. Transference
- C. Sharing
- D. Exploit

Answer: A

NEW QUESTION 190

You are the project manager for ABC project. You are planning for when and how human resource requirements will be met. You are working on ____.

- A. Scope management plan
- B. Project organization chart
- C. Staffing management plan
- D. Resource calendar

Answer: C

NEW QUESTION 191

Which of the following concepts aims to limit errors to 1 per million units produced?

- A. TQM
- B. BSC
- C. Six Sigma
- D. TSM

Answer: A

NEW QUESTION 194

Which of the following activity loops describes improvement of the existing processes?

- A. Loop 3
- B. Loop 4
- C. Loop 1
- D. Loop 2

Answer: D

NEW QUESTION 195

Which of the following strategies includes marketing strategies, new product development strategies, HR strategies and, financial strategies?

- A. Operational strategy
- B. Corporate strategy
- C. Business strategy
- D. Functional strategy

Answer: D

NEW QUESTION 198

Which of the following is a practice of forecasting possible risks to the organization and taking steps to mitigate their impact on operations?

- A. Timekeeping
- B. Enterprise risk management
- C. Applicant tracking systems
- D. HR audit

Answer: B

NEW QUESTION 202

Which of the following individuals/team advises on infrastructure needs and architectural design?

- A. Management committee
- B. CEO
- C. CIO
- D. IT Strategy Committee

Answer: A

NEW QUESTION 206

Which of the following techniques seeks to identify the similarities and differences between the groups of customers or users?

- A. Market Segmentation
- B. PEST Analysis
- C. SWOT Analysis
- D. Scenario Planning

Answer: A

NEW QUESTION 207

Which of the following is the amount of risk an enterprise is willing to except in pursuit of its mission?

- A. Threats
- B. Vulnerability
- C. Risk Appetite
- D. Inherent Risk

Answer: C

NEW QUESTION 212

Which of the following systems come under the category of linking systems to connect an enterprise with its customers and supplier?
Each correct answer represents a complete solution. Choose all that apply.

- A. Website and portal
- B. Electronic data interchange (EDI)/extensible markup language (XML) data transfer systems
- C. Office productivity
- D. E-mail, smartphone, instant messaging

Answer: ABD

NEW QUESTION 213

Which of the following steps of IT governance program establishes a balanced scorecard mechanism for measuring current performance that are related to the IT governance focus areas?

- A. Define target areas
- B. Develop improvement strategies
- C. Understand and define the risks
- D. Measure results

Answer: D

NEW QUESTION 218

Which of the following areas of IT Governance Framework of CGEIT aims to guarantee that the IT function remains aligned with the organization's strategic objectives?

- A. Strategic Alignment
- B. Performance management
- C. Value Delivery
- D. Risk Management

Answer: A

NEW QUESTION 223

Which of the following types of benefits are provided by the new IT-driven initiative for IT investment program? Each correct answer represents a complete solution. Choose all that apply.

- A. Cost avoidance benefit
- B. Direct benefit
- C. Indirect benefit
- D. Incremental benefit

Answer: ABD

NEW QUESTION 225

Which of the following components of COSO ERM framework encompasses the nature of an enterprise, and sets the basis for how risk is viewed and addressed by an organization people, including risk management philosophy and risk appetite, integrity and ethical values, and the environment in which it operates?

- A. Risk response
- B. Risk assessment
- C. Control activity
- D. Internal environment

Answer: D

NEW QUESTION 227

Choose and re-order the responsibilities performed by the IT Management team of IT governance.

Responsibilities performed by IT Management

Responsibilities

Define IT governance and control framework.
 Develop business cases for improvements.
 Set IT objectives.
 Assess IT capability and identify gaps.
 Assess risks and identify concerns.
 Design and implement solutions.
 Identify critical IT processes.
 Undertake core tasks.
 Define plan and deliverables.
 Commit skilled resources.
 Initiate a continual improvement program.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Responsibilities performed by IT Management

Set IT objectives.
 Define IT governance and control framework.
 Identify critical IT processes.
 Assess risks and identify concerns.
 Assess IT capability and identify gaps.
 Initiate a continual improvement program.
 Develop business cases for improvements.
 Design and implement solutions.
 Commit skilled resources.

Responsibilities

Define plan and deliverables.
 Undertake core tasks.

NEW QUESTION 231

Which of the following statements explains the difference between the IT strategy committee and the IT steering committee?

- A. The IT strategy committee assists the executive in the delivery of the IT strategy, whereas the IT steering committee advises the board and management on IT strategy.
- B. The IT strategy committee focuses on implementation, whereas the IT steering committee focuses on the current and future strategic IT issues.
- C. The IT strategy committee aligns and approves the IT architecture, whereas the IT steering committee monitors the resource and priority conflicts.
- D. The IT strategy committee provides direction to management relative to IT strategy, whereas the IT steering committee monitors the resource and priority conflicts.

Answer: D

NEW QUESTION 232

Which of the following examples are included in the general controls embedded in IT processes and services? Each correct answer represents a complete solution. Choose all that apply.

- A. Completeness
- B. Change management
- C. Systems development
- D. Accuracy

Answer: BC

NEW QUESTION 237

Which of the following objectives are used by the system to decrease costs or revenues?

- A. Increasing production rates
- B. Decreasing production and operating costs
- C. Improving product quality
- D. Creating new distribution channels

Answer: ABC

NEW QUESTION 240

Which of the following objectives are used by the system to increase costs or revenues? Each correct answer represents a complete solution. Choose all that apply.

- A. Erecting barriers to entry by competitors
- B. Increasing production rates
- C. Improving product quality
- D. Creating new distribution channels

Answer: AD

NEW QUESTION 243

The testing methods help in shaping opinion against assurance objectives by combining one or more of the test types. Which of the following are the test types used in this process?

Each correct answer represents a complete solution. Choose all that apply.

- A. Observe
- B. Inspect
- C. Plan
- D. Inquire

Answer: ABD

NEW QUESTION 244

Which of the following guides emphasizes on the fundamental steps for implementing information security within the enterprise, and provides easy to follow guidance for addressing security aspects of IT governance?

- A. COBIT security baseline guide
- B. COBIT control practices guide
- C. IT assurance guide
- D. IT control for Sarbanes Oxley guide

Answer: A

NEW QUESTION 248

Which of the following quadrant analysis identifies the key issues of working well with other functions, IT value realization over time rather than-just cost, and being business process- focused but solutiondriven?

- A. Low level role (tactical/utility) and business market leader (risk-taker/high growth)
- B. High level role (strategic/transformational) and business market leader (risk-taker/high growth)
- C. High level role (strategic/transformational) and business market followers (risk-averse/mature)
- D. Low level role (tactical/utility) and business market followers (risk-averse/mature)

Answer: C

NEW QUESTION 252

Which of the following processes contained in the Value Governance domain of Val IT defines information requirements?

- A. VG6
- B. VG4
- C. VG5
- D. VG3

Answer: C

NEW QUESTION 256

Which of the following is a family of ISO standards for Total Quality Management (TQM)?

- A. ISO 20000
- B. ISO 9000
- C. ISO 38500
- D. ISO 27001

Answer: B

NEW QUESTION 259

Which of the following activity loops describes creation of new processes?

- A. Loop 3
- B. Loop 2
- C. Loop 4
- D. Loop 1

Answer: A

NEW QUESTION 264

Which of the following phases of IT lifecycle is governed by a series of stages and gates for managing the lifecycle of projects?

- A. IT project phase
- B. IT process phase
- C. IT asset phase
- D. IT discovery phase

Answer: A

NEW QUESTION 265

Which of the following service delivery processes has the goal to produce, agreed on, timely, reliable, and accurate reports for the effective communication?

- A. Service level management
- B. Service reporting
- C. Information security management
- D. Capacity management

Answer: B

NEW QUESTION 266

Which of the following is the process of defining the way work is performed and the tasks that a given job requires?

- A. Selection
- B. Recruitment
- C. Job design
- D. Job analysis

Answer: C

NEW QUESTION 268

Which of the following categories measures the health of the organization and the working environment of its employees?

- A. Quantity
- B. Safety
- C. Effectiveness
- D. Efficiency

Answer: B

NEW QUESTION 271

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