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NEW QUESTION: 1

Which of the following is the BEST indication that information security requirements are taken into consideration when developing IT processes?

- A. The database is deployed in a distributed processing platform
- B. The information architecture incorporates data classification
- C. Customer profiles are stored with a domestic service provider
- D. The integrity of sensitive information is periodically reviewed

Answer: B (LEAVE A REPLY)

Data classification is a process of organizing and categorizing data based on its characteristics, confidentiality, and sensitivity. Data classification helps to determine the level of access and protection that data requires. Data classification also makes data easier to understand, compare, and analyze. Data classification is an essential part of information security, as it helps to align the security measures and policies with the data's value and risk. By incorporating data classification into the information architecture, the IT processes can ensure that information security requirements are taken into consideration from the design stage to the implementation stage.

References := What is Data Classification? A Data Classification Definition What is Sensitive Data? Definition, Examples, and More

NEW QUESTION: 2

An enterprise is contracting with an outsourcing partner for a long-term engagement. The BEST time for the enterprise to plan for the event of contract termination:

- A. developing the initial contract.
- B. planning for the contract as part of business continuity.
- C. either party decides to terminate the contract.
- D. issues surface in the contractual relationship.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 3

An enterprise can BEST assess the benefits of a new IT project through its life cycle by:

- A. calculation of the net present value.
- B. calculation of the total cost of ownership.
- C. periodic review of the business case.
- D. periodic measurement of the project slip rate.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Besides the mitigation of IT risk, which of the following is the PRIMARY outcome of IT governance?

- A. Control of IT processes
- B. Meeting of IT financial goals
- C. Resolution of IT audit findings
- D. Value delivery of IT to the business

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

<https://www2.deloitte.com/content/dam/Deloitte/co/Documents/risk/InteligenciaFrentealRiesgo/No.6-RiskIntelligenceCIO.pdf>

NEW QUESTION: 5

Which of the following is the BEST way to maximize the value of an enterprise's information asset base?

- A. Regularly purge information assets to minimize maintenance costs
- B. Implement an automated information management platform
- C. Seek additional opportunities to leverage existing information assets .
- D. Facilitate widespread user access to all information assets

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 6

When updating an IT governance framework to support an outsourcing strategy, which of the following is MOST important?

- A. Verifying the vendor has developed standard operation procedures for outsourced functions
- B. Ensuring the effective management of contracts with third-party providers
- C. Ensuring the outsource provider's IT function is aligned with its business function
- D. Evaluating the choice of underlying technology platforms used by the service provider

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

You are a management consultant. WebTech Inc., an e-commerce organization, hires you to analyze its SWOT. Which of the following factors will you not consider for the SWOT analysis?

- A. Product
- B. Promotion
- C. Bandwidth
- D. Pricing

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 8

Mary is the business analyst for your organization. She asks you what the purpose of the assess capability gaps task is. Which of the following is the best response to give Mary?

- A. It identifies the causal factors that are contributing to an effect the solution will solve.
- B. It identifies new capabilities required by the organization to meet the business need.
- C. It describes the ends that the organization wants to improve.
- D. It identifies the skill gaps in the existing resources.

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

NEW QUESTION: 9

In a large enterprise, which of the following should be responsible for the implementation of an IT balanced scorecard?

- A. IT steering committee
- B. Chief risk officer
- C. Project management office
- D. Chief information officer

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 10

An IT team is having difficulty meeting new demands placed on the department as a result of a major and radical shift in enterprise business strategy. Which of the following the CIO's BEST course of action to address this situation?

- A. Utilize third parties for non-value-added processes.
- B. Review the IT risk appetite.
- C. Review the current IT strategy.
- D. Align the business strategy with the IT strategy.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 11

A board of directors wants to ensure the enterprise is responsive to changes in its environment that would directly impact critical business processes. Which of the following will BEST facilitate meeting this objective?

- A. Regularly reviewing the enterprise risk appetite
- B. Monitoring key risk indicators (KRIs)

- C. Scheduling frequent threat analyses
- D. Implementing a competitive intelligence tool

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Due to the recent introduction of personal data protection regulations, an enterprise is required to maintain its employee data in production systems only for a limited time. Which of the following is MOST important to review?

- A. Asset retention policies
- B. Information retention policies
- C. Data archival policies
- D. Data backup and restoration policies

Answer: ([SHOW ANSWER](#))

Information retention policies are the most important to review, because they define the rules and procedures for retaining, disposing, and destroying information in accordance with the legal, regulatory, and business requirements. Information retention policies can help the enterprise to comply with the personal data protection regulations, and to ensure the privacy, security, and availability of the employee data in production systems¹². References := ISACA, CGEIT Review Manual, 7th Edition, 2019, page 57-58.

NEW QUESTION: 13

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 14

An enterprise is undertaking a multi-year portfolio of IT initiatives to replace core accounting systems. The program management team has developed a business case and is defining a roadmap for the initiatives. Of the following, who should be responsible for defining the optimization criteria for the portfolio?

- A. Program management team
- B. Project management office
- C. IT steering committee
- D. Board of directors

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 15

What business analysis element tries to identify as many potential options as possible to meet the business objectives and fill identified gaps in capabilities?

- A. Decision analysis
- B. Documentation of assumptions and constraints
- C. Ranking of approaches
- D. Alternative generation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

Which of the following should be done FIRST when defining responsibilities for ownership of information and systems?

- A. Require an information risk assessment.
- B. Ensure information is classified.
- C. Identify systems that are outsourced.
- D. Require an inventory of information assets.

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 17

Which of the following is the PRIMARY purpose of information governance?

- A. To develop control procedures that help ensure information is adequately protected throughout its life cycle
- B. To monitor the processes that deliver and enhance the value of information assets
- C. To set direction for information management capabilities through prioritization and decision making
- D. To ensure regulatory compliance is maintained while optimizing the utilization of information

Answer: C ([LEAVE A REPLY](#))

The PRIMARY purpose of information governance is to set direction for information management capabilities through prioritization and decision making. Information governance is the overall strategy for information at an organization. It balances the risk that information presents with the value that information provides¹. Information governance helps with legal compliance, operational transparency, and reducing expenditures associated with legal discovery¹. To achieve this,

information governance requires setting direction for information management capabilities through prioritization and decision making. This involves defining and implementing policies and processes for the effective and efficient acquisition, storage, distribution, usage, and disposal of information in alignment with business objectives and regulatory requirements². It also involves ensuring the protection of information quality, integrity, availability, confidentiality, and ownership². By setting direction for information management capabilities through prioritization and decision making, information governance can help to optimize the value and minimize the risk of information assets. References Information governance - Wikipedia¹ What is Information Governance? Why is it Important?³

NEW QUESTION: 18

Your organization mainly focuses on the production of bicycles for selling it around the world. In addition to this, the organization also produces scooters. Management wants to restrict its line of production to bicycles. Therefore, it decides to sell the scooter production department to another competitor. Which of the following terms best describes the sale of the scooter production department to your competitor?

- A. Rightsizing
- B. Divestiture
- C. Corporate restructure
- D. Outsourcing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

When considering an IT change that would enable a potential new line of business, the FIRST strategic step for IT governance would be to ensure agreement among the stakeholders regarding:

- A. objectives to achieve goals.
- B. metrics to measure effectiveness
- C. a vision for the future state,
- D. a change response plan

Answer: ([SHOW ANSWER](#))

When considering an IT change that would enable a potential new line of business, the first strategic step for IT governance would be to ensure agreement among the stakeholders regarding a vision for the future state, because this would provide a clear direction and purpose for the change, and align the IT strategy with the business strategy. A vision statement should describe the desired outcomes and benefits of the change, and reflect the enterprise's mission, values, and goals¹². References := ISACA, CGEIT Review Manual, 7th Edition, 2019, page 23-24.

NEW QUESTION: 20

The PRIMARY reason for using quantitative criteria in developing business cases for IT projects is to:

- A. improve the process of evaluating returns after implementation.
- B. benchmark project success with similar enterprises.
- C. learn lessons from errors made in past projects.
- D. apply other corporate standards to the development project.

Answer: A (LEAVE A REPLY)

Quantitative criteria are measurable and objective indicators that can be used to assess the costs, benefits, risks, and value of IT projects¹. By using quantitative criteria, an enterprise can compare and prioritize different IT project proposals, justify and secure the required funding and resources, monitor and control the project progress and performance, and evaluate the actual outcomes and impacts of the project after implementation¹. Quantitative criteria can also help to demonstrate the alignment of IT projects with the enterprise's strategic objectives and goals, and to communicate the value proposition of IT projects to the stakeholders¹.

The other options are not the primary reason for using quantitative criteria in developing business cases for IT projects, as they are either secondary or unrelated benefits. Benchmarking project success with similar enterprises may help to identify best practices and areas for improvement, but it is not the main purpose of using quantitative criteria. Learning lessons from errors made in past projects may help to avoid repeating mistakes and enhance project quality, but it is not the main purpose of using quantitative criteria. Applying other corporate standards to the development project may help to ensure consistency and compliance, but it is not the main purpose of using quantitative criteria.

NEW QUESTION: 21

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 response plan
- C. Quality management plan
- D. Risk management plan

Answer: D (LEAVE A REPLY)

NEW QUESTION: 22

Following the rollout of an enterprise IT software solution that hosts sensitive data it was discovered that the application's role-based access control was not functioning as specified. Which of the following is the BEST way to prevent reoccurrence in the future?

- A. Ensure supplier contracts include penalties if solutions do not meet functional requirements
- B. Ensure the evaluation process requires independent assessment of solutions prior to implementation

- C. Ensure supplier contracts include a provision for the right to audit on an annual basis
- D. Ensure procurement processes require the identification of alternate vendors to ensure business continuity.

Answer: B (LEAVE A REPLY)

An independent assessment is a review by a third party of an authorization decision, a product, a service, or a system to verify its quality, functionality, compliance, or performance. An independent assessment can help identify and mitigate potential risks, errors, or defects before they cause problems or failures. An independent assessment can also provide an objective and unbiased opinion on the suitability and effectiveness of a solution for a specific purpose or context.

By requiring an independent assessment of solutions prior to implementation, the enterprise can ensure that the solutions meet the functional requirements and specifications, as well as the security and privacy standards and policies. This can prevent issues such as the malfunctioning of role-based access control, which could compromise the confidentiality, integrity, and availability of sensitive data. An independent assessment can also help evaluate the compatibility and interoperability of solutions with existing systems and processes, and provide recommendations for improvement or optimization.

Some examples of independent assessment methods are:

Independent verification and validation (IV&V): A process that checks whether a system meets its defined requirements and specifications, and whether it fulfills its intended purpose and functions.

Independent technical review (ITR): A process that evaluates the technical aspects of a system, such as its design, architecture, performance, reliability, security, usability, maintainability, and scalability.

Independent security assessment (ISA): A process that assesses the security posture of a system, such as its vulnerability to threats, its compliance with security standards and regulations, its implementation of security controls and measures, and its response to security incidents.

NEW QUESTION: 23

Which of the following is the BEST method to confirm whether a pilot project was successful?

- A. Determine whether the pilot aligns with the as-is enterprise architecture (EA).
- B. Evaluate whether the pilot project achieved planned schedule and cost.
- C. Assess the results of the pilot project against the expected performance outcomes.
- D. Review the metrics recorded in the IT balanced scorecard.

Answer: C (LEAVE A REPLY)

The best method to confirm whether a pilot project was successful is to assess the results of the pilot project against the expected performance outcomes. A pilot project is a small-scale experiment that tests the feasibility, effectiveness, and scalability of a new idea, process, product, or service before implementing it on a larger scale¹². The purpose of a pilot project is to validate the assumptions, identify the risks and issues, and measure the benefits and costs of the proposed solution¹². Therefore, to determine the success of a pilot project, it is essential to compare the actual results with the expected outcomes that were defined at the beginning of the

pilot project¹². These outcomes should be based on specific, measurable, achievable, relevant, and time-bound (SMART) criteria that reflect the objectives and value proposition of the solution¹². By assessing the results of the pilot project against the expected performance outcomes, an enterprise can evaluate whether the pilot project met its goals, delivered value to the stakeholders, and proved its viability for scaling up

NEW QUESTION: 24

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 (LEAVE A REPLY)

Section: Volume A

NEW QUESTION: 25

Which of the following BEST lowers costs and improves scalability from an IT enterprise architecture (EA) perspective?

- A. Cost management
- B. IT strategic sourcing
- C. Standardization
- D. Business agility

Answer: C (LEAVE A REPLY)

Standardization is the best option to lower costs and improve scalability from an IT enterprise architecture perspective, because it reduces complexity, increases interoperability, and enables reuse of IT resources. References:= ISACA, CGEIT Review Manual, 27th Edition, 2019, page 79.

NEW QUESTION: 26

A retail enterprise has cost reduction as its top priority. From a governance perspective, which of the following should be the MOST important consideration when evaluating different IT investment options?

- A. Support for increased sales
- B. Risk associated with each option
- C. Industry best practices
- D. Business value impact

Answer: (SHOW ANSWER)

The most important consideration for IT governance is to align IT investments with business objectives and deliver value to the enterprise. Cost reduction is one of the possible objectives, but not the only one. Therefore, the business value impact of each option should be evaluated to

ensure that the IT investment supports the enterprise strategy and goals. References:= CGEIT Exam Content Outline, Domain 1: Governance of Enterprise IT, Subtopic A: Governance Framework, Task 1: Establish and maintain a governance framework that aligns with enterprise objectives, ensures value creation from IT-enabled investments, and manages risk at an acceptable level.

NEW QUESTION: 27

Which of the following is MOST critical to support IT governance cultural changes within an organization?

- A. Established IT monitoring and measuring
- B. Regularly scheduled governance training
- C. Demonstrated management commitment
- D. IT governance process manuals

Answer: C (LEAVE A REPLY)

The MOST critical factor to support IT governance cultural changes within an organization is demonstrated management commitment. IT governance is the process of ensuring that IT supports the achievement of the organization's goals and objectives, and delivers value to its stakeholders¹. IT governance involves aligning the IT strategy, policies, processes, and resources with the business strategy, needs, and expectations². However, implementing and sustaining IT governance requires a significant amount of change in the organization, such as introducing new technologies, standards, roles, and responsibilities³. Therefore, demonstrated management commitment is essential for supporting IT governance cultural changes within an organization, as it can:

Provide the direction and mandate for the IT governance initiative on an ongoing basis

Communicate the vision, mission, goals, and objectives of the IT function to all stakeholders

Allocate the necessary resources and capabilities to enable the IT governance processes and activities

Monitor and evaluate the performance and outcomes of the IT function and provide

feedback and recognition Foster a positive and collaborative culture that values IT as a strategic

partner and enabler of the business The other options are not as critical as option C. While it is

important to have established IT monitoring and measuring, regularly scheduled governance

training, and IT governance process manuals, these are not sufficient to support IT governance

cultural changes within an organization. They are rather means to achieve the end goal of

implementing and sustaining IT governance. They do not necessarily reflect the level of

commitment, involvement, and support from the management toward IT governance.

NEW QUESTION: 28

Which of the following is the BEST indicator of the effectiveness of IT governance in an enterprise?

- A. Project delivery
- B. Resource utilization
- C. Residual risk

D. Value delivery

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

A contracted company employs key IT systems operational personnel to oversee technology used to manage a critical line of business. Management is concerned that a mass resignation by many disgruntled personnel may lead to a shutdown of these key systems. Which of the following should be the PRIMARY responsibility of IT governance to address this risk?

- A. Renegotiate employment agreements to lessen the likelihood of a mass resignation.
- B. Cross train management to assume support of the technology.
- C. Develop a resourcing strategy that quickly replaces staff.
- D. Survey key support staff to determine what is causing them to be disgruntled.

Answer: D ([LEAVE A REPLY](#))

Explanation

NEW QUESTION: 30

Which of the following resource categories includes skill sets, certifications, productivity, and morale?

- A. Products
- B. Partners
- C. People
- D. Processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

CORRECT TEXT

Fill in the blank with an appropriate phrase.

The _____ creates and delivers momentum in gaining executive support, and provides help to set up messaging that is constantly conveyed to motivate the team, and gives information to the stakeholders.

Answer:

communication plan

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NEW QUESTION: 32

An IT strategy committee wants to ensure stakeholders understand who owns each strategic objective. To enable this understanding, which of the following should be communicated to stakeholders?

- A. The strategic plan
- B. A RACI chart
- C. Performance measure
- D. Risk owners

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

Which of the following is the PRIMARY responsibility of a data steward?

- A. Developing policies for data governance
- B. Classifying and labeling organizational data assets
- C. Ensuring the appropriate users have access to the right data
- D. Reporting data analysis to the board

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 34

Which of the following will BEST enable an enterprise to convey IT governance direction and objectives?

- A. Skills and competencies
- B. Principles and policies
- C. Corporate culture
- D. Business processes

Answer: B ([LEAVE A REPLY](#))

Principles and policies are the best way to convey IT governance direction and objectives, as they provide a clear and consistent framework for decision making, behavior, and actions in the organization. Principles are the fundamental statements that guide the IT governance process and reflect the values and beliefs of the organization. Policies are the specific rules and procedures that implement the principles and ensure compliance with the IT governance objectives¹².

Skills and competencies are the abilities and knowledge that enable the IT staff to perform their roles and responsibilities effectively. They are important for achieving IT governance objectives, but they do not convey them directly. Skills and competencies are developed through training, education, and experience³.

Corporate culture is the shared set of norms, beliefs, and values that influence the behavior and attitudes of the organization's members. Corporate culture can support or hinder IT governance,

depending on how well it aligns with the IT governance objectives. Corporate culture is influenced by leadership, communication, and incentives⁴.

Business processes are the activities and tasks that deliver value to the organization's customers and stakeholders. Business processes are aligned with the IT governance objectives to ensure efficiency, effectiveness, and quality. Business processes are designed, executed, monitored, and improved using various methods and tools⁵.

References: 1: What is IT governance? A formal way to align IT & business strategy | CIO1 2: IT Governance:

Definition, Frameworks, and Best Practices - InvGate² 3: IT Governance Framework in ITSM - KnowledgeHut⁴ 4: Corporate governance of information technology - Wikipedia³ 5: What Is IT Governance? Definition, Practices and Frameworks⁵

NEW QUESTION: 35

Right-to-audit clauses are intended to ensure the vendor:

- A. aligns staff skill sets adequately.
- B. maintains adequate budget for risk management.
- C. addresses compliance requirements.
- D. optimizes IT operations for service delivery

Answer: (SHOW ANSWER)

Right-to-audit clauses are intended to ensure the vendor addresses compliance requirements, which means that the vendor follows the laws, regulations, standards, and contractual obligations that apply to their business activities and operations. Right-to-audit clauses give the contracting party the right to access and review the records, processes, or activities of the vendor to verify that they are complying with the relevant compliance requirements and that they are meeting the expectations and responsibilities outlined in the contract. Right-to-audit clauses also help to identify and mitigate any compliance risks or issues that may arise from the vendor's performance or conduct, and to enforce any corrective actions or remedies if needed.

References: Right To Audit Clause Guide: Examples, Gotcha's & More¹, Why You Should Use a Right to Audit Clause², The Importance of Audit Rights in Vendor Contracts - Venminde

NEW QUESTION: 36

Which of the following is the BEST critical success factor (CSF) to use when changing an IT value management program in an enterprise?

- A. Implementing the program through the enterprise's change plan
- B. Aligning the program to the business requirements
- C. Documenting the process for the board of directors' approval
- D. Adopting the program by using an incremental approach

Answer: (SHOW ANSWER)

NEW QUESTION: 37

Which of the following is the BEST justification for a procurement manager to agree to purchase IT equipment from a specific vendor during a sales promotion?

- A. The IT benefit surpasses the business benefit from the purchase.
- B. The equipment adds value to the enterprise.
- C. The business profit surpasses the IT cost for the equipment.
- D. The product is offered at the lowest price.

Answer: B (LEAVE A REPLY)

A procurement manager should agree to purchase IT equipment from a specific vendor during a sales promotion only if the equipment adds value to the enterprise. This means that the equipment supports the business goals and objectives, meets the current and future needs of the stakeholders, and delivers benefits that outweigh the costs and risks. The procurement manager should also consider the quality, reliability, compatibility, and security of the equipment, as well as the vendor's reputation, service level, and warranty.

The other options are not the best justification for a procurement manager to agree to purchase IT equipment from a specific vendor during a sales promotion. The IT benefit surpasses the business benefit from the purchase is not a valid justification, as it implies that the IT department's interests are more important than the enterprise's interests. The procurement manager should align the IT strategy with the business strategy and ensure that the IT equipment supports the enterprise value creation. The business profit surpasses the IT cost for the equipment is not a sufficient justification, as it does not account for other factors such as quality, performance, functionality, and risk of the equipment. The procurement manager should evaluate the total cost of ownership (TCO) and return on investment (ROI) of the IT equipment, not just the initial purchase price.

The product is offered at the lowest price is not a convincing justification, as it does not guarantee that the equipment is suitable for the enterprise's needs and expectations. The procurement manager should not compromise on quality, functionality, or security for a lower price.

For more information on IT procurement and value creation, you can refer to these web sources:

[IT Procurement Manager Job Description w/ Role & Responsibilities](#)

[IT Governance: Definitions, Frameworks and Planning](#)

[What is Governance in Procurement? Its Model](#)

[What is IT governance? A formal way to align IT & business strategy](#)

NEW QUESTION: 38

Billy is the project manager of the HAR Project and is in month six of the project. The project is scheduled to last for 18 months. Management asks Billy how often the project team is participating in risk reassessment in this project. What should Billy tell management if he's following the best practices for risk management?

- A. Project risk management happens at every milestone.
- B. Project risk management has been concluded with the project planning.
- C. At every status meeting the project team project risk management is an agenda item.
- D. Project risk management is scheduled for every month in the 18-month project.

Answer: (SHOW ANSWER)

Section: Volume B

NEW QUESTION: 39

An enterprise's service center is experiencing long delays in fulfilling IT service requests and very low customer satisfaction. The BEST way to determine if staff competency is the root cause of these performance problems is to compare required staff competencies with:

- A. certification requirements.
- B. current skills inventory.
- C. training program completions.
- D. hiring and staffing practices.

Answer: B (LEAVE A REPLY)

The best way to determine if staff competency is the root cause of the performance problems is to compare the required staff competencies with the current skills inventory of the service center staff. This will help identify any gaps or mismatches between what is expected and what is available in terms of skills and knowledge. References: CGEIT Review Manual, 7th Edition, page 113.

NEW QUESTION: 40

Which of the following is the MOST important input for the development of a human resources strategy to address IT skill gaps?

- A. Training budget allocated for IT staff
- B. Training effectiveness reports
- C. Technology direction of the enterprise
- D. A recent IT skills matrix

Answer: C (LEAVE A REPLY)

The most important input for the development of a human resources strategy to address IT skill gaps is the technology direction of the enterprise, because this would help to identify the current and future IT capabilities and competencies that are required to support the enterprise's vision, mission, goals, and objectives. The technology direction of the enterprise should consider the external and internal factors that influence the IT environment, such as market trends, customer demands, innovation opportunities, regulatory requirements, and business strategies¹². The human resources strategy should align the IT staff development and retention plans with the technology direction of the enterprise, and ensure that the IT staff have the relevant skills, knowledge, and experience to deliver value and performance to the enterprise¹². References := ISACA, CGEIT Review Manual, 7th Edition, 2019, page 25-26.

NEW QUESTION: 41

An enterprise plans to expand into new markets in countries lacking data privacy regulations, increasing risk exposure. Which of the following is the BEST course of action for the CIO?

- A. Limit the personal data available to the high-risk countries.

- B. Quantify the risk impact and evaluate possible countermeasures.
- C. Identify business risk appetite and tolerance levels.
- D. Mandate the strengthening of user access controls.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

Which of the following methods offers a number of modeling practices and disciplines that contribute to a successful service-oriented life cycle management and modeling?

- A. Service-oriented architecture (SOA)
- B. Service-oriented modeling and architecture (SOMA)
- C. Service-oriented modeling framework (SOMF)
- D. Sherwood Applied Business Security Architecture (SABSA)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

To successfully implement enterprise IT governance, which of the following should be the MAIN focus of IT policies?

- A. Providing business value
- B. Optimizing operational benefits
- C. Enhancing organizational capability
- D. Limiting IT costs

Answer: A ([LEAVE A REPLY](#))

According to the CGEIT exam guide, the main focus of IT policies is to provide business value by aligning IT with business objectives and strategies, ensuring effective and efficient use of IT resources, and delivering IT-enabled capabilities that meet stakeholder needs and expectations. IT policies should also support the optimization of operational benefits, the enhancement of organizational capability, and the limitation of IT costs, but these are not the main focus of IT policies. : CGEIT Exam Candidate Guide, page 13. CGEIT Certification

NEW QUESTION: 45

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 ([LEAVE A REPLY](#))

Section: Volume A

NEW QUESTION: 46

Which of the following is the MOST effective approach to ensure senior management sponsorship of IT risk management?

- A. Integrate IT risk into enterprise risk management (ERM).
- B. Periodically review the IT risk register entries.
- C. Calculate financial impact for each IT risk finding.
- D. Benchmark risk framework against best practices.

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 47

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

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 48

Which of the following is the BEST indication of effective IT-business strategic alignment?

- A. Business management is involved as IT strategies are developed.
- B. IT senior management is required to report to the board.

- C. Business strategy is documented to allow IT architecture to be designed quickly.
- D. IT-business collaboration results in a strategy focused on IT cost reduction.

Answer: A (LEAVE A REPLY)

Business management involvement as IT strategies are developed is the best indication of effective IT-business strategic alignment, because it ensures that the IT strategies are aligned with the business goals, needs, and expectations, and that the business stakeholders have a clear understanding and ownership of the IT initiatives. Business management involvement can also facilitate the communication, collaboration, and coordination between the IT and business functions, and help resolve any conflicts or issues that may arise during the IT strategy development process. Business management involvement can also foster a culture of trust, mutual respect, and shared vision between the IT and business functions, and enhance the value proposition and performance of the IT strategies. := IT Strategic Planning and Alignment: Best Practices, What Is "IT-Business Alignment"?, Aligning IT and Business Strategy for Project Success

NEW QUESTION: 49

What business analysis element tries to identify as many potential options as possible to meet the business objectives and fill identified gaps in capabilities?

- A. Ranking of approaches
- B. Documentation of assumptions and constraints
- C. Alternative generation
- D. Decision analysis

Answer: C (LEAVE A REPLY)

NEW QUESTION: 50

The PRIMARY reason a CIO and IT senior management should stay aware of the business environment is to:

- A. re-assess the IT investment portfolio.
- B. measure efficiency of IT resources.
- C. adjust IT strategy as needed.
- D. revisit prioritization of IT projects.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 51

An enterprise has developed a new digital strategy to improve fraud detection. Which of the following is MOST important to consider when updating the information architecture?

- A. Changes to the legacy business and data architectures
- B. Resource constraints related to implementing the digital strategy.
- C. The history of fraud incidents and their root causes
- D. The business use cases supporting the digital strategy

Answer: C (LEAVE A REPLY)

NEW QUESTION: 52

Which of the following provides the BEST evidence of an IT risk-aware culture across an enterprise?

- A. Business staff report identified IT risks.
- B. IT risk-related policies are published.
- C. The IT infrastructure is resilient.
- D. IT risks are communicated to the business.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 53

The risk committee is overwhelmed by the number of false positives included in risk reports. What action would BEST address this situation?

- A. Conduct a risk assessment
- B. Evaluate key risk indicators (KRIs).
- C. Change the reporting format.
- D. Adjust the IT balanced scorecard

Answer: B ([LEAVE A REPLY](#))

The best action to address the situation of the risk committee being overwhelmed by the number of false positives in risk reports is to evaluate key risk indicators (KRIs). KRIs are metrics that measure the likelihood and impact of IT-related risks on the enterprise's objectives and goals. Evaluating KRIs can help the risk committee to identify and prioritize the most significant and relevant risks, as well as to adjust the thresholds or values that trigger the risk alerts or warnings. Evaluating KRIs can also help reduce the number of false positives, which are the cases where the risk reports indicate a high level of risk, but the actual risk is low or negligible. Reducing false positives can help improve the accuracy and reliability of risk reports, as well as save time and resources for the risk committee.

Conducting a risk assessment, changing the reporting format, and adjusting the IT balanced scorecard are also possible actions to take to address the situation of the risk committee being overwhelmed by false positives, but they are not the best action. Conducting a risk assessment is a process that involves identifying, analyzing, evaluating, and treating the IT risks that may affect the enterprise's objectives and operations. Conducting a risk assessment can help update and validate the risk information and data, as well as implement appropriate controls and mitigation strategies. However, conducting a risk assessment may not be sufficient or feasible to address the issue of false positives, as it may require a lot of time and effort, and it may not address the root causes of false positives, such as inaccurate or outdated KRIs. Changing the reporting format is a measure that involves modifying or improving the way that risk information and data are presented or communicated in risk reports. Changing the reporting format can help enhance and simplify the readability and usability of risk reports, as well as highlight or emphasize the key points or findings. However, changing the reporting format may not solve the problem of false positives, as it may only affect the appearance or style of risk reports, not their content or quality.

Adjusting the IT balanced scorecard is a task that involves revising or updating the metrics that track the performance of IT in relation to the enterprise's vision, strategy, and goals. Adjusting the IT balanced scorecard can help evaluate and communicate the effectiveness and efficiency of IT operations, services, and projects, as well as their contribution to customer satisfaction, business value, and innovation.

However, adjusting the IT balanced scorecard may not directly address the issue of false positives, as it may focus on different aspects or dimensions of IT performance than KRIs.

NEW QUESTION: 54

Software Development Life Cycle (SDLC) is a logical process used by programmers to develop software.

Which of the following SDLC phases meets the audit objectives defined below?

- * System and data are validated.
- * System meets all user requirements.
- * System meets all control requirements.

- A. Initiation
- B. Programming and training
- C. Evaluation and acceptance
- D. Definition

Answer: C (LEAVE A REPLY)

NEW QUESTION: 55

Which of the following is the BEST indication of effective IT-business strategic alignment?

- A. IT-business collaboration results in a strategy focused on IT cost reduction.
- B. Business strategy is documented to allow IT architecture to be designed quickly.
- C. Business management is involved as IT strategies are developed.
- D. IT senior management is required to report to the board.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 56

A business has outsourced IT operations to several third-party providers, but service level agreements (SLAs) are not clearly defined in all cases. Which of the following is the GREATEST risk to the business?

- A. Costs are not measurable.
- B. Third parties could provide overlapping services.
- C. The scope of work is not clearly defined.
- D. Quality of services is not enforceable.

Answer: D (LEAVE A REPLY)

Quality of services is the degree to which the IT services meet the expectations and requirements of the customers and stakeholders. Quality of services is usually defined and measured by the service level agreements (SLAs), which are contracts that specify the service level objectives,

metrics, targets, and responsibilities of both parties. If the SLAs are not clearly defined in all cases, the business faces the greatest risk of not being able to enforce the quality of services from the third-party providers. This can lead to poor performance, customer dissatisfaction, reputational damage, legal disputes, and financial losses for the business. Therefore, it is essential to have clear and comprehensive SLAs for all IT outsourcing contracts.

References: CGEIT Exam Content Outline | ISACA1, CGEIT Review Manual (Digital Version), Outsourcing IT: What to Expect from Your SLAs | AxiaTP2, What is an SLA? Best practices for service-level agreements | CIO1

NEW QUESTION: 57

DRAG DROP

Drag and drop the various SSE-CMM levels at the appropriate places.

DESCRIPTION	LEVEL
It focuses on whether an organization or project performs a process that incorporates the BPs.	Drop Here
It focuses on project-level definition, planning, and performance issues.	Drop Here
It focuses on disciplined tailoring from defined processes at the organization level.	Drop Here
It gains leverage from all the management practice improvements seen in the earlier levels, then emphasizes the cultural shifts that will sustain the gains made.	Drop Here

LEVEL 5

LEVEL 3

LEVEL 2

LEVEL 1

Answer:

DESCRIPTION	LEVEL	
It focuses on whether an organization or project performs a process that incorporates the BPs.	LEVEL 1	LEVEL 5
It focuses on project-level definition, planning, and performance issues.	LEVEL 2	LEVEL 3
It focuses on disciplined tailoring from defined processes at the organization level.	LEVEL 3	LEVEL 2
It gains leverage from all the management practice improvements seen in the earlier levels, then emphasizes the cultural shifts that will sustain the gains made.	LEVEL 5	LEVEL 1

NEW QUESTION: 58

An enterprise's internal audit group has scheduled a control review of a payroll system project but has been told to wait until the system is implemented. Which of the following is the GREATEST risk associated with the delay?

- A. delay in the development of new key performance indicators (KPIs)
- B. Lack of adherence to industry best practices
- C. Increased cost to mitigate deficiencies
- D. Continued dependency on compliant legacy systems

Answer: C (LEAVE A REPLY)

NEW QUESTION: 59

A manufacturing company has recently decided to outsource portions of its IT operations. Which of the following would BEST justify this decision?

- A. Core legacy systems are not fully integrated with enterprise IT systems.
- B. Business users are not able to decide upon IT service levels to be provided.
- C. Increasing complexity of core business and IT processes have led to dramatic increasing costs.
- D. The business strategy requires significant IT resource scalability over the next five years.

Answer: (SHOW ANSWER)

The business strategy requiring significant IT resource scalability over the next five years is the best justification for the decision to outsource portions of IT operations, as it implies that the manufacturing company needs to adapt to changing market demands, customer expectations, and business opportunities. Outsourcing IT operations can provide the company with access to

external IT resources, such as infrastructure, software, and services, that can be scaled up or down according to the business needs and goals¹². Outsourcing IT operations can also help the company to reduce costs, improve efficiency, and focus on its core competencies

NEW QUESTION: 60

Before an IT strategy committee can approve an IT risk assessment framework, which of the following is MOST important to have established?

- A. An enterprise risk mitigation strategy
- B. Leading and lagging risk indicators
- C. IT performance metrics and standards
- D. Enterprise definitions for risk impact and probability

Answer: D (LEAVE A REPLY)

Before an IT strategy committee can approve an IT risk assessment framework, the most important thing to have established is enterprise definitions for risk impact and probability. This is because a risk assessment framework is an approach for prioritizing and sharing information about the security risks posed to an information technology organization¹. To do this effectively, the organization needs to have a common understanding of how to measure and communicate the likelihood and consequences of different risks. Without consistent definitions for risk impact and probability, the risk assessment framework might not be aligned with the enterprise's risk appetite and tolerance, and might not provide meaningful or actionable results. References: Risk Assessment Framework (RAF) - CIO Wiki¹, IT Risk Resources | ISACA², 5 IT risk assessment frameworks compared | CSO Online

NEW QUESTION: 61

An IT steering committee wants the enterprise's mobile workforce to use cloud-based file storage to save non-sensitive corporate data, removing the need for remote access to that information. Before this change is implemented, what should be included in the data management policy?

- A. A mandate for periodic employee training on how to classify corporate data files
- B. A mandate for the encryption of all corporate data files at rest that contain sensitive data
- C. A process for blocking access to cloud-based apps if inappropriate content is discovered
- D. A requirement to scan approved cloud-based apps for inappropriate content

Answer: D (LEAVE A REPLY)

According to the web search results, a data management policy for cloud-based file storage should include a requirement to scan approved cloud-based apps for inappropriate content. This can help to prevent data leakage, compliance violations, and reputational damage. For example, one of the results¹ describes how to use Microsoft Defender for Cloud Apps to create file policies that can monitor and control the data and files in your organization's cloud app use, and apply automated actions for governance and remediation. Another result² explains how to use Google Cloud Storage's Bucket Lock feature to set a data retention policy for a bucket that governs how long objects in the bucket must be retained, and how to lock the policy to prevent it from being reduced or removed. A third result³ outlines the best practices and approval processes for using

cloud computing services at Tufts University, and states that "the university reserves the right to scan any cloud computing service used by Tufts faculty, staff, or students for inappropriate content". References := File policies - Microsoft Defender for Cloud Apps Retention policies and retention policy locks | Cloud Storage | Google Cloud Cloud Computing Services Policy | Technology Services - Tufts University

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NEW QUESTION: 62

When developing an IT governance framework, it is MOST important for an enterprise to consider:

- A. framework development cost.
- B. information technology risk.
- C. information technology strategy.
- D. stakeholders' support.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Which of the following should be the PRIMARY input when developing IT strategy?

- A. Governance objectives
- B. Process and capability maturity
- C. Balanced scorecard
- D. Vision statement

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 64

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

- A. The IT strategy committee aligns and approves the IT architecture, whereas the IT steering committee monitors the resource and priority conflicts.
- B. 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.
- C. The IT strategy committee focuses on implementation, whereas the IT steering committee focuses on the current and future strategic IT issues.

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: [\(SHOW ANSWER\)](#)

NEW QUESTION: 65

Which of the following would be MOST useful in developing IT strategic plans aligned with technological needs?

- A. Benchmark analysis
- B. Enterprise architecture (EA)
- C. Business impact analysis (BIA)
- D. Business case

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 66

An enterprise has entered into a new market which brings additional regulatory compliance requirements.

What should be done FIRST to address these requirements?

- A. Have executive management monitor compliance.
- B. Outsource the compliance process.
- C. Appoint a compliance officer.
- D. Update the organization's risk profile.

Answer: D [\(LEAVE A REPLY\)](#)

NEW QUESTION: 67

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: A,B,C [\(LEAVE A REPLY\)](#)

Section: Volume C

NEW QUESTION: 68

Which of the following is (he GREATEST benefit of using the life cycle approach to govern information assets'?

- A. Compliance with regulatory requirements is ensured
- B. Overall costs are optimized
- C. Information availability is improved
- D. Operational costs are maintained

Answer: B [\(LEAVE A REPLY\)](#)

NEW QUESTION: 69

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

Answer: A,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 70

Which of the following stages of the Forrester's IT Governance Maturity Model describes that the IT governance processes are applied across the enterprise where all business units/entities conform to the same set of IT governance processes, and IT investment decisions are based on the enterprise view?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

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 ([LEAVE A REPLY](#))

Section: Volume A

NEW QUESTION: 72

An enterprise has identified potential environmental disasters that could occur in the area where its data center is located. Which of the following should be done NEXT?

- A. Assess how the data center is protected against the threat.
- B. Implement an early warning detection and notification system.
- C. Assess the likelihood and impact on the data center.
- D. Relocate the data center to minimize the threat.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

To evaluate IT resource management, it is MOST important to define:

- A. principles for the IT strategy.
- B. responsibilities for executing resource management.
- C. applicable key goals.
- D. IT resource utilization reporting procedures.

Answer: B ([LEAVE A REPLY](#))

Explanation

NEW QUESTION: 74

An IT department has forwarded a request to the IT strategy committee for funding of a discretionary investment. The committee's MOST important consideration should be to evaluate:

- A. whether the investment supports corporate goals
- B. the technical feasibility of the investment.
- C. whether the investment aligns with the enterprise architecture (EA).
- D. the business and technical scope of the investment *

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 75

An enterprise considering implementing IT governance should FIRST develop the scope of the IT governance program and:

- A. communicate the program to stakeholders to gain consensus.
- B. establish initiatives for business and managers.
- C. initiate the program using an implementation roadmap.
- D. acquire the resources that will be required.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 76

Which of the following would be the BEST long-term solution to address the concern regarding loss of experienced staff?

- A. implement knowledge management practices
- B. Establish a mentoring program for IT staff
- C. Determine key risk indicators (KRIs)
- D. Retain key staff as consultants.

Answer: ([SHOW ANSWER](#))

The best long-term solution to address the concern regarding loss of experienced staff is to implement knowledge management practices, because knowledge management is the process of creating, sharing, using, and managing the knowledge and information of an organization¹. Knowledge management practices can help capture, document, and transfer the valuable knowledge and expertise of the experienced staff before they leave the organization, as well as facilitate the learning and development of the new or existing staff. Knowledge management practices can also enhance the organizational performance, innovation, and competitiveness by

leveraging the intellectual capital and creating a culture of knowledge sharing². According to a study by ³, the impact of knowledge management practices on employee retention is significant and positive in both IT and banking industries. Another study by ⁴ found that knowledge management practices can improve job satisfaction and employee retention by fostering a supportive work environment, providing growth opportunities, and rewarding knowledge contributions. Therefore, implementing knowledge management practices can help mitigate the risk of losing experienced staff and their knowledge in the long run.

The other options are not the best long-term solutions, because they are either short-term or partial solutions.

Establishing a mentoring program for IT staff can help transfer some of the knowledge and skills of the experienced staff to the mentees, but it may not be sufficient or systematic enough to capture and preserve all the relevant knowledge. Determining key risk indicators (KRIs) can help monitor and measure the risk exposure of losing experienced staff, but it does not address the root cause or provide a solution for the problem. Retaining key staff as consultants can help retain some of the expertise and experience of the staff, but it may not be feasible or cost-effective in the long term, and it may also create dependency and vulnerability issues for the organization.

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NEW QUESTION: 77

Which of the following is the BEST way to ensure the continued usefulness of IT governance reports for stakeholders?

- A. Issue frequent service level satisfaction surveys.
- B. Conduct quarterly audits and adjust reporting based on findings.
- C. Establish a standard process for providing feedback.
- D. Rely on IT leaders to advise when adjustments should be made.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 78

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. Centralized
- B. Decentralized
- C. Federated

D. Project-based

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 79

Which of the following would be the BEST way to facilitate the successful adoption of a new technology across the enterprise?

- A. Review business goals.
- B. Highlight the risk the new technology will address.
- C. Ensure the use of a business case
- D. Establish an IT balanced scorecard.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 80

The CIO in a large enterprise is seeking assurance that significant IT risk is being proactively monitored and does not exceed agreed risk tolerance levels. The BEST way to provide this ongoing assurance is to require the development of:

- A. an IT risk appetite statement.
- B. a risk management policy.
- C. key risk indicators (KRIs).
- D. a risk register.

Answer: ([SHOW ANSWER](#))

According to the CGEIT certification guide, key risk indicators (KRIs) are the best way to provide ongoing assurance that significant IT risk is being proactively monitored and does not exceed agreed risk tolerance levels. KRIs are metrics that measure the likelihood or impact of potential or actual risks, and provide early warning signals of increasing risk exposures¹. KRIs can help IT management to track and report the status and trends of IT risks, and to trigger timely responses and actions when the risk levels approach or exceed the predefined thresholds². The other options are less suitable than option C, as they do not provide ongoing assurance or proactive monitoring of IT risk. An IT risk appetite statement is a document that expresses the amount and type of risk that an organization is willing to take in order to meet their strategic objectives³. A risk management policy is a document that defines the principles, framework, and processes for managing risks in an organization. A risk register is a tool that records and tracks the identified risks, their causes, impacts, likelihood, responses, and owners.

References :=

CGEIT certification guide, domain 3: Risk Optimization, section 3.4: Risk Monitoring and Assurance, page 98.

Key Risk Indicators (KRIs) - Definition from KWHS

Risk Appetite - an overview | ScienceDirect Topics

Risk Management Policy - an overview | ScienceDirect Topics

Risk Register - an overview | ScienceDirect Topics

NEW QUESTION: 81

A strategic IT-enabled investment is failing due to unforeseen technology problems. What should be the board of directors' FIRST course of action?

- A. Terminate the investment.
- B. Assess the business risk and options.
- C. Approve an investment budget increase.
- D. Revise the investment selection process.

Answer: B (LEAVE A REPLY)

The board of directors' first course of action when a strategic IT-enabled investment is failing due to unforeseen technology problems should be to assess the business risk and options. This means that the board should evaluate the impact of the technology problems on the business objectives, benefits, costs, and risks of the investment, as well as the feasibility and desirability of alternative courses of action, such as continuing, modifying, suspending, or terminating the investment. This will help the board to make an informed and rational decision based on the best available information and evidence.

NEW QUESTION: 82

When defining an enterprise governance framework, the PRIMARY determination of the degree to which the framework is principle-based or policy-based is:

- A. enterprise architecture framework.
- B. organizational decision-making style.
- C. IT process maturity.
- D. organizational structure.

Answer: D (LEAVE A REPLY)

Explanation/Reference: [https://www.isaca.org/resources/isaca-journal/past-issues/2013/it-policy-framework-based-on-cobit-](https://www.isaca.org/resources/isaca-journal/past-issues/2013/it-policy-framework-based-on-cobit-5)

5

NEW QUESTION: 83

During an IT strategy review, a new CIO determined that numerous important internal processes have not been updated for several years and should be reexamined. Which of the following would be the BEST approach to address this concern?

- A. Assemble a project review team
- B. Verify that the processes are still needed
- C. Map the processes to a capability maturity model.
- D. Implement a process review policy.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 84

Best practice states that IT governance MUST:

- A. enforce consistent policy across the enterprise.

- B. be applied in the same manner throughout the enterprise.
- C. apply consistent target levels of maturity to processes.
- D. be a component of enterprise governance.

Answer: D (LEAVE A REPLY)

IT governance must be a component of enterprise governance, as it ensures that IT supports and enables the achievement of the enterprise goals and objectives. IT governance is the responsibility of the board of directors and executive management, and it is an integral part of enterprise governance¹²³. IT governance also aligns IT with the enterprise strategy, delivers value from IT investments, manages IT risks and resources, and measures IT performance³.
References := CGEIT Exam Content Outline, Domain 1, Subtopic A: Governance Framework, Task 1: Ensure the definition, establishment, and management of a framework for the governance of enterprise IT in alignment with the mission, vision and values of the enterprise.

NEW QUESTION: 85

Which of the following provides the BEST evidence of effective IT governance?

- A. Cost savings and human resource optimization
- B. Business value and customer satisfaction
- C. IT risk identification and mitigation
- D. Comprehensive IT policies and procedures

Answer: B (LEAVE A REPLY)

Effective IT governance is the process of ensuring that IT supports the achievement of the organization's goals and objectives, and delivers value to its stakeholders¹. IT governance involves aligning the IT strategy, policies, processes, and resources with the business strategy, needs, and expectations². Therefore, the BEST evidence of effective IT governance is business value and customer satisfaction. Business value is the measure of the benefits and outcomes that IT provides to the organization, such as increased revenue, reduced costs, improved efficiency, enhanced innovation, or competitive advantage³. Customer satisfaction is the measure of the quality and performance of IT services and products, as perceived by the internal and external customers of the organization, such as employees, partners, suppliers, or end-users. By demonstrating business value and customer satisfaction, IT governance can show that IT is aligned with and supports the business goals and objectives.

The other options are not as good as option B. While cost savings and human resource optimization, IT risk identification and mitigation, and comprehensive IT policies and procedures are important aspects of IT governance, they are not sufficient to demonstrate effective IT governance. They are rather means to achieve the end goal of delivering business value and customer satisfaction. They do not necessarily reflect the extent to which IT supports the achievement of the organization's goals and objectives. References := What is IT Governance? Definition & Examples | ASQ² What is IT governance? A formal way to align IT & business strategy¹ How to Measure the Value of an IT Investment - TechSoup³ Measuring Customer Satisfaction in Information Technology Services - ISACA

NEW QUESTION: 86

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 87

Which of the following BEST enables an enterprise to determine how business expectations should be addressed in a governance program?

- A. Enterprise risk analysis
- B. Business impact analysis (BIA)
- C. Stakeholder analysis
- D. Cost-benefit analysis

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 88

Which of the following BEST supports the implementation of an effective data classification policy?

- A. Clear guidelines adopted by the business
- B. Monitoring with key performance indicators (KPIs)
- C. Classification policy approval by the board
- D. Implementation of data loss prevention (DLP) tools

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 89

Which of the following should be identified FIRST when determining appropriate IT key risk indicators (KRIs)?

- A. IT controls
- B. IT-related risk
- C. IT threats
- D. IT objectives

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 90

The PRIMARY focus of a committee tasked with evaluating an IT project portfolio should be to ensure:

- A. an industry standard capability maturity model is used.
- B. a consistent estimation methodology is leveraged.
- C. the enterprise strategy is updated.
- D. consistent selection criteria are applied.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 91

The IT program manager does not see the value of conducting risk assessments for a new major IT project.

The manager is reluctant to cooperate with internal auditors and the newly formed steering committee. Midway through the project, program requirements were changed because the CEO is a friend of a vendor and wants to implement this vendor's new technology. This decision will cause the current IT program budget to be insufficient and will be shown as overspending. After the requirement change request, the IT program manager should FIRST:

- A. request additional funding from the business owner to cover the additional scope.
- B. obtain confirmation from the business and a decision by the steering committee.
- C. report the matter to internal audit as a program deviation to be reviewed.
- D. align IT with the business and agree to the business request.

Answer: (SHOW ANSWER)

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NEW QUESTION: 92

Which of the following BEST reflects the ethical values adopted by an IT organization?

- A. IT principles and policies
- B. IT balanced scorecard
- C. IT governance framework
- D. IT goals and objectives

Answer: (SHOW ANSWER)

IT principles and policies are the documents that best reflect the ethical values adopted by an IT organization.

IT principles are the high-level statements that express the fundamental beliefs and values of the organization regarding the use and management of IT. IT policies are the specific rules and guidelines that implement the IT principles and ensure compliance with ethical standards and

regulations. IT principles and policies help to align IT with business objectives, foster a culture of trust and responsibility, and promote good governance practices. References := CGEIT Exam Content Outline, Domain 1: Governance of Enterprise IT, Subtopic A: Governance Framework, Task 2: Ensure that a framework is in place to support the alignment of IT with enterprise objectives, enabling value creation. Ethics for IT Professionals/Professional Code of Ethics, Ethical Code section. Values and Ethics in Information Systems, Introduction section. Purpose, Ethical Values, Culture and Behaviours, Ethical Values section.

NEW QUESTION: 93

Which of the following would provide the MOST useful information to understand the associated risks when implementing a new digital transformation strategy?

- A. Risk heat map
- B. Risk framework
- C. Risk register
- D. Risk policy

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 94

Which of the following steps of IT governance program decides on the highest priority projects that will help to improve the management and governance of the significant gap areas?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 95

For the first time, the procurement department has requested that IT grant remote access to third-party suppliers. Which of the following is the BEST course of action for IT in responding to the request?

- A. Analyze risks and propose a solution.
- B. Implement a remote access architecture.
- C. Develop a remote access policy.
- D. Issue log-on credentials to third-party suppliers.

Answer: A ([LEAVE A REPLY](#))

Explanation

NEW QUESTION: 96

DRAG DROP

Drag and drop the various architecture domains for TOGAF at the appropriate places.

Select and Place:

DESCRIPTION	ARCHITECTURE DOMAINS
It defines the business strategy, governance, organization, and key business processes of the organization.	Placeholder Technical architecture
It 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.	Placeholder Data architecture
It describes the structure of an organization's logical and physical data assets and the associated data management resources.	Placeholder Applications architecture
It describes the hardware, software and network infrastructure needed to support the deployment of core, mission-critical applications.	Placeholder Business architecture

Answer:

DESCRIPTION	ARCHITECTURE DOMAINS
It defines the business strategy, governance, organization, and key business processes of the organization.	Business architecture
It 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.	Applications architecture
It describes the structure of an organization's logical and physical data assets and the associated data management resources.	Data architecture
It describes the hardware, software and network infrastructure needed to support the deployment of core, mission-critical applications.	Technical architecture

NEW QUESTION: 97

Which of the following should be the FIRST step in updating an IT strategic plan?

- A. Evaluate IT capabilities and resources.
- B. Review IT performance objectives and indicators.
- C. Identify changes in enterprise goals.
- D. Revise the enterprise architecture (EA).

Answer: C (LEAVE A REPLY)

NEW QUESTION: 98

Which conduct stakeholder analysis technique is useful for identifying shared characteristics of a stakeholder group?

- A. Brainstorming
- B. Scope modeling
- C. Interviews
- D. Surveys

Answer: D (LEAVE A REPLY)

Section: Volume A

NEW QUESTION: 99

Which of the following are the tasks performed by the Management committee in the Resource management framework? Each correct answer represents a complete solution.

Choose all that apply.

- A. To manage complex projects
- B. To work on architectural design
- C. To define value creation roles within IT
- D. To balance sustain/growth proposals

Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 100

You work as a project manager for TYU project. You are planning for risk mitigation.

You need to identify the risks that will need a more in-depth analysis. Which of the following activities will help you in this?

- A. Qualitative analysis
- B. Estimate activity duration
- C. Quantitative analysis
- D. Risk identification

Answer: A (LEAVE A REPLY)

NEW QUESTION: 101

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

Which of the following methods offers a number of modeling practices and disciplines that contribute to a successful service-oriented life cycle management and modeling?

- A. Service-oriented modeling and architecture (SOMA)
- B. Service-oriented architecture (SOA)
- C. Sherwood Applied Business Security Architecture (SABSA)
- D. Service-oriented modeling framework (SOMF)

Answer: D ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 103

Which of the following frameworks describes a standard for processes within business information management at the strategy, management and operations level?

- A. Val IT
- B. BISL
- C. COBIT
- D. TOGAF

Answer: B ([LEAVE A REPLY](#))

Section: Volume A

Explanation/Reference:

NEW QUESTION: 104

The BEST time to identify metrics to measure the performance of an IT-enabled investment is during:

- A. system implementation
- B. project initiation
- C. investment feasibility analysis
- D. business case development.

Answer: D ([LEAVE A REPLY](#))

The BEST time to identify metrics to measure the performance of an IT-enabled investment is during business case development. A business case is a document that provides the rationale and justification for initiating a project or investment¹. It includes information such as the objectives, scope, benefits, costs, risks, assumptions, and success criteria of the proposed project or investment². Identifying metrics to measure the performance of an IT-enabled investment during business case development can help to:

Define the expected outcomes and value of the investment³
Establish a baseline and targets for comparison and evaluation⁴
Align the investment with the strategic goals and objectives of the enterprise⁵ Communicate and demonstrate the benefits and impacts of the investment to stakeholders Monitor and control the progress and performance of the investment throughout its lifecycle References

:=

Business Case Development - Project Management Institute¹
How to Write a Business Case - ProjectManager.com²
How to Measure the Value of an IT Investment - TechSoup³
Maximizing IT Performance: 11 Metrics and KPIs to Monitor - Whatfix⁴
Top 10 Essential IT Metrics & KPIs - Apptio⁵
17 Metrics For Evaluating The Success Of Tech Projects And ... - Forbes
8 Portfolio Performance Metrics Investors Should Understand - Navexa

NEW QUESTION: 105

A large retail chain realizes that while there has not been any loss of data, IT security has not been a priority and should become a key goal for the enterprise. What should be the FIRST high-level initiative for a newly created IT strategy committee in order to support this business goal?

- A. Identifying gaps in information asset protection
- B. Defining data archiving and retrieval policies
- C. Recruiting and training qualified IT security staff
- D. Modernizing internal IT security practices

Answer: A (LEAVE A REPLY)

Identifying gaps in information asset protection should be the first high-level initiative for a newly created IT strategy committee in order to support the business goal of making IT security a priority. This initiative would help to assess the current state of IT security, identify the risks and vulnerabilities that may compromise the confidentiality, integrity, and availability of information assets, and determine the actions and resources needed to address them. The other options are not as high-level, as they are more related to the implementation or execution of IT security, rather than the planning or direction of it. References: : CGEIT Review Manual (Digital Version), Chapter 1: Governance of Enterprise IT, Section 1.3: Strategic Management, Subsection 1.3.2: Strategic Management Process, Page 23 : CGEIT Review Manual (Digital Version), Chapter 4: Risk Optimization, Section 4.3: IT Risk Management, Subsection 4.3.2: IT Risk Management Process, Page 156 :

CGEIT Review Manual (Digital Version), Chapter 5: Resource Optimization, Section 5.3: Security Resource Management, Subsection 5.3.1: Security Resource Management Overview, Page 192 : What is CGEIT? A certification for seasoned IT governance professionals¹

NEW QUESTION: 106

An enterprise embarked on an aggressive strategy requiring the implementation of several large IT projects impacting multiple business processes across all departments. Initially employees

were supportive of the strategy, but there is growing fatigue and frustration with the ongoing new capabilities which must be learned.

Which of the following would be the BEST action performed by senior management?

- A. Incorporate an organizational change management program.
- B. Establish "Reward and Recognition" efforts to boost employee morale.
- C. Improve the system development life cycle (SDLC) process.
- D. Assess current business and IT competencies.

Answer: (SHOW ANSWER)

This is because an organizational change management program is a systematic approach to managing the human side of change and ensuring that the people affected by the change are ready, willing, and able to adopt it¹. An organizational change management program can help to address the fatigue and frustration of the employees by providing them with clear communication, stakeholder engagement, training and coaching, leadership support, and feedback mechanisms². An organizational change management program can also help to increase the success rate and benefits realization of the IT projects by reducing resistance, enhancing collaboration, and improving performance³.

The other options are less effective than option A, as they do not address the root cause of the problem or provide a comprehensive solution. Establishing "Reward and Recognition" efforts to boost employee morale may be helpful, but not sufficient, to overcome the fatigue and frustration of the employees. Rewards and recognition can motivate and appreciate the employees for their efforts and achievements, but they do not necessarily help them to cope with the changes or learn the new capabilities⁴. Improving the system development life cycle (SDLC) process may be useful, but not relevant, to address the fatigue and frustration of the employees. The SDLC process is a framework that defines the tasks and activities involved in developing, testing, deploying, and maintaining IT systems. While improving the SDLC process can enhance the quality and efficiency of IT systems, it does not directly affect the employees' readiness or willingness to adopt them. Assessing current business and IT competencies may be important, but not enough, to address the fatigue and frustration of the employees. Assessing competencies can help to identify the gaps and needs of the employees in terms of knowledge, skills, and abilities required for their roles. However, assessing competencies alone does not provide any solutions or support for closing those gaps or meeting those needs.

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NEW QUESTION: 107

The board of directors has mandated the use of geolocation software to track mobile assets assigned to employees who travel outside of their home country. To comply with this mandate, the IT steering committee should FIRST request

- A. an architectural review to determine appropriate solution design.
- B. an assessment to determine if data privacy protection is addressed.
- C. the inclusion of mandatory training for remote device users.
- D. an update to the acceptable use policy.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 108

When developing a business case for an enterprise resource planning (ERP) implementation, which of the following, if overlooked, causes the GREATEST impact to the enterprise?

- A. Vendor selection
- B. Salvage value of legacy hardware
- C. Interdependent systems
- D. IT best practices

Answer: (SHOW ANSWER)

Interdependent systems are those that rely on each other for data, functionality, or performance. If the business case for an ERP implementation overlooks the interdependencies among the existing systems, it may underestimate the complexity, cost, and risk of the project. The ERP implementation may also fail to achieve the expected benefits of integration, automation, and optimization if the interdependent systems are not properly aligned and coordinated. CGEIT Exam Content Outline | ISACA1, CGEIT Review Manual (Digital Version)2

NEW QUESTION: 109

An enterprise has decided to implement an enterprise resource planning (ERP) system to achieve operating and cost efficiencies through global IT standardization. The business units are resistant because they are used to operating autonomously. The CEO has instructed the CIO to move quickly with the implementation to force acceptance with business unit leaders. Which of the following should be the CIO's FIRST step?

- A. Build a governance framework for identifying non-standard processes.
- B. Engage a reluctant business unit to conduct a proof-of-concept pilot.
- C. Request funding from the CEO to hire ERP consultants.
- D. Ask the CEO to be the sponsor of the program.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 110

Which of the following service delivery processes includes controls, document and record, as its sub processes?

- A. Service level management

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 111

The use of an enterprise architecture (EA) framework BEST supports IT governance by providing:

- A. business information for IT capacity planning.
- B. IT standards for application development
- C. reference models to align IT with business.
- D. key information for IT service level management.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 112

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

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 113

Which of the following individuals supports and contributes to customer's governance approach?

- A. User representatives
- B. Supplier/Business partners
- C. Compliance officers
- D. Project sponsors

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 114

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

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

Answer: A,B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 115

Which positive risk response best describes a teaming agreement?

- A. Enhance
- B. Exploit
- C. Share
- D. Venture

Answer: C (LEAVE A REPLY)

Section: Volume A

NEW QUESTION: 116

Which of the following are the tasks performed by the Management committee in the Resource management framework? Each correct answer represents a complete solution.

Choose all that apply.

- A. To manage complex projects
- B. To define value creation roles within IT
- C. To work on architectural design
- D. To balance sustain/growth proposals

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 117

The MOST beneficial aspect of utilizing an IT risk management framework is that it:

- A. facilitates the identification of technologies posing the greatest risk to IT.
- B. enables a consistent approach to risk management.
- C. addresses a lack of data in risk reporting.
- D. drives inclusion of the technology function in enterprise risk management.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 118

Melody is the project manager for her organization. She has created a risk response to conduct more tests on the software her project is creating. The identified risk that prompted this response was that the software is mission-critical and must be flawless before it can be put into product.

What type of a risk response has Melody used in this scenario?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 119

Which of the following BEST supports an enterprise's ability to comply with privacy laws and regulations?

- A. Accurate classification of enterprise data
- B. Robust enterprise policy related to data retention
- C. Implementation of a breach notification process
- D. Complete inventory of enterprise data

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 120

Which of the following are the MOST important processes for information asset life cycle management?

- A. Vulnerability management and network management
- B. Configuration management and financial management
- C. Procurement management and third-party management
- D. Business continuity management and disaster recovery management

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 121

A financial institution with a highly regarded reputation for protecting customer interests has recently deployed a mobile payments program. Which of the following key risk indicators (KRIs) would be of MOST interest to the CIO?

- A. Number of failed software updates on mobile devices
- B. Percentage of incomplete transactions
- C. Failure rate of point-of-sale systems
- D. Total volume of suspicious transactions

Answer: D ([LEAVE A REPLY](#))

The key risk indicator (KRI) that would be of most interest to the CIO of a financial institution with a highly regarded reputation for protecting customer interests that has recently deployed a mobile payments program is the total volume of suspicious transactions. This KRI measures the number and value of transactions that are flagged as potentially fraudulent, malicious, or erroneous by the mobile payments system or by the customers.

This KRI reflects the level of security and reliability of the mobile payments program, as well as the customer trust and satisfaction. A high volume of suspicious transactions indicates a high risk of financial losses, reputational damage, regulatory penalties, and customer attrition for the financial institution. Therefore, the CIO should monitor this KRI closely and take appropriate actions to prevent or mitigate any incidents that may compromise the mobile payments program

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NEW QUESTION: 122

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.

Answer:

resolved issues

NEW QUESTION: 123

You work as the project manager for BlueWell Inc. You are monitoring the project performance. You want to make a decision to change the project plan to eliminate a risk in order to protect the project objectives.

Which of the following strategies will you use to tackle the risk?

- A. Risk avoidance
- B. Risk acceptance
- C. Risk mitigation
- D. Risk transference

Answer: A (LEAVE A REPLY)

NEW QUESTION: 124

Which of the following is MOST critical for the successful implementation of an IT process?

- A. IT process assessment
- B. Objectives and metrics
- C. Process framework
- D. Service delivery process model

Answer: B (LEAVE A REPLY)

NEW QUESTION: 125

Which of the following essential elements of IT Portfolio Investment Management describes the ability to model the IT Portfolio with metrics most appropriate to the business such as ROI, Break-Even, Cost Avoidance, and Revenue Return?

- A. Highly Configurable
- B. Portfolio What-If Planning
- C. Integrated Capability
- D. Integrated Dashboards and Scorecards

Answer: A (LEAVE A REPLY)

NEW QUESTION: 126

The BEST way for a CIO to monitor the alignment between the business and IT strategy is to regularly review

- A. IT services supporting business processes
- B. key risk indicators (KRIs)
- C. the balanced scorecard
- D. the risk register

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 127

Which aspect of information governance BEST enables an enterprise to avoid duplication of records and promote consistency of data?

- A. Data loss prevention (DLP)
- B. Data modeling
- C. Blockchain management
- D. Enterprise architecture (EA)

Answer: B ([LEAVE A REPLY](#))

The aspect of information governance that best enables an enterprise to avoid duplication of records and promote consistency of data is data modeling. Data modeling is the process of creating and maintaining a logical representation of the data structures, relationships, and constraints that exist in an enterprise's data sources, such as databases, applications, or systems. Data modeling can help ensure that the data is accurate, complete, and standardized across the enterprise, as well as facilitate the integration, analysis, and sharing of data. Data modeling can also help improve the data quality, security, and governance, as well as support the business processes and decisions that rely on data. What is Data Modeling? Definition & Best Practices provides an overview of data modeling and its benefits.

NEW QUESTION: 128

Which of the following should be the MAIN reason for an enterprise to implement an IT risk management framework?

- A. The need to enable IT risk-aware decisions by executives
- B. The results of an external audit report concerning IT risk management processes.
- C. The need to address market regulations and internal compliance in IT risk
- D. The ability to benchmark IT risk policies against major competitors

Answer: A ([LEAVE A REPLY](#))

The main reason for an enterprise to implement an IT risk management framework is the need to enable IT risk-aware decisions by executives, as it helps to ensure that the IT risks are aligned with the enterprise strategy, objectives, and risk appetite. IT risk management also provides a consistent and structured approach to identify, analyze, treat, and monitor IT-related business risks, and to communicate and report them to the relevant stakeholders¹². References := CGEIT Exam Content Outline, Domain 4, Subtopic B: IT Risk Management, Task 1: Ensure that an IT

risk management framework exists to identify, analyze, mitigate, manage, monitor, and communicate IT-related business risk, and that the framework for IT risk management is in alignment with the enterprise risk management (ERM) framework.

NEW QUESTION: 129

Which of the following is the PRIMARY benefit of communicating the IT strategy across the enterprise?

- A. On-time and on-budget delivery of strategic projects
- B. Improvement in IT balanced scorecard performance
- C. Optimization of IT investment in supporting business objectives
- D. Reduced organizational resistance during strategy execution

Answer: D ([LEAVE A REPLY](#))

According to the web search results, the primary benefit of communicating the IT strategy across the enterprise is to reduce organizational resistance during strategy execution. This is because communication can help to create a shared understanding and vision of the IT strategy, and to foster trust and commitment among the stakeholders. Communication can also help to address the concerns and expectations of different groups, and to overcome the barriers and challenges that may arise during the implementation of the IT strategy¹. The other options are less important than option D, as they are not directly related to communication, but rather to other factors such as project management, performance measurement, and investment optimization.

References :=

How to Communicate Your Company's Strategy Effectively

NEW QUESTION: 130

Which of the following should be the FIRST step in planning an IT governance implementation?

- A. Identify business drivers.
- B. Obtain necessary business funding.
- C. Assign decision-making responsibilities.
- D. Define key business performance indicators.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 131

When selecting a cloud provider, which of the following provides the MOST comprehensive information regarding the current status and effectiveness of the provider's controls?

- A. Globally recognized certification
- B. Maturity assessment
- C. Control self-assessment (CSA)
- D. Third-party audit report

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 132

Which of the following are the roles of a CIO in the Resource management framework?

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

- A. Defines value creation roles within IT.
- B. Provides IT infrastructure to facilitate knowledge & information creation/sharing.
- C. Establishes business priorities & allocates resources for IT performance.
- D. Standardizes architecture & technology.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 133

Which of the following IT governance actions would be the BEST way to minimize the likelihood of IT failures jeopardizing the corporate value of an IT-dependent organization?

- A. Benchmark IT strategy against industry peers.
- B. Implement an IT risk management framework.
- C. Define IT performance management measures.
- D. Install an IT continuous monitoring solution.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 134

In a large enterprise, which of the following should be responsible for the implementation of an IT balanced scorecard?

- A. Project management office
- B. Chief information officer (CIO)
- C. IT steering committee
- D. Chief risk officer (CRO)

Answer: C ([LEAVE A REPLY](#))

An IT steering committee is a group of senior executives and stakeholders who provide strategic direction, oversight, and guidance for IT initiatives and investments in an enterprise. An IT steering committee should be responsible for the implementation of an IT balanced scorecard, as it can ensure that the scorecard aligns with the enterprise's vision, mission, goals, and strategies, and that it reflects the needs and expectations of the customers and other stakeholders. An IT steering committee can also monitor and evaluate the performance of the IT function based on the scorecard metrics, and provide feedback and recommendations for improvement. An IT steering committee can also facilitate communication and collaboration among the IT function and other business units, and promote a culture of accountability and transparency for IT performance. References: CGEIT Exam Content Outline | ISACA1, CGEIT Review Manual (Digital Version), How to implement the Balanced Scorecard: Best Practices & 10 Tips2, Who Should Manage Your Company's Balanced Scorecard?3

NEW QUESTION: 135

An enterprise will be adopting wearable technology to improve business performance. Which of the following would be the BEST way for the CIO to validate the organization's preparedness for this initiative?

- A. Identify the penalties for noncompliance.
- B. Request reprioritization of the IT portfolio.
- C. Perform a baseline business value assessment
- D. Request an enterprise architecture (EA) review.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 136

When selecting a vendor to provide services associated with a critical application which of the following is the MOST important consideration with respect to business continuity planning (BCP)?

- A. Procuring a copy of the vendor's BCP during the contracting process
- B. Testing the vendor's BCP and analyzing the results
- C. Obtaining independent audit reports of the vendor's BCP
- D. Evaluating whether the vendor's BCP aligns with the enterprise's BCP

Answer: D (LEAVE A REPLY)

Evaluating whether the vendor's BCP aligns with the enterprise's BCP is the most important consideration when selecting a vendor to provide services associated with a critical application, because it helps to ensure that the vendor can meet the service level agreements (SLAs) and recovery objectives of the enterprise in the event of a disruption or disaster. A BCP is a plan that defines how an organization will continue its critical business processes and functions during and after a crisis¹. A vendor's BCP should be compatible and consistent with the enterprise's BCP, and should address the specific risks, impacts, and requirements of the service provision².

Evaluating whether the vendor's BCP aligns with the enterprise's BCP helps to avoid any gaps, conflicts, or issues that could affect the availability, performance, and quality of the service, and to ensure that the vendor can restore the service within an acceptable time frame³. Evaluating whether the vendor's BCP aligns with the enterprise's BCP also helps to comply with the regulatory and contractual obligations, and to protect the reputation and value of the enterprise⁴.

References := Business Continuity Planning (BCP) Definition, Business Continuity Planning for Vendors:

What You Need to Know, Vendor Business Continuity Plan: How to Ensure Your Vendors Are Prepared for Disasters, Business Continuity Planning for Vendors: 5 Steps to Success.

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NEW QUESTION: 137

The risk committee is overwhelmed by the number of false positives included in risk reports. What action would BEST address this situation?

- A. Conduct a risk assessment.
- B. Adjust IT balanced scorecard.
- C. Evaluate key risk indicators.
- D. Change the reporting format.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 138

Which of the following steps of development of business case describes the financial benefits analysis?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 139

Which of the following would be the BEST way to facilitate the adoption of strong IT governance practices throughout a multi-divisional enterprise?

- A. Mandating data standardization across the distributed enterprise
- B. Ensuring each divisional policy is consistent with corporate policy
- C. Documenting and communicating key management practices across divisions
- D. Ensuring divisional governance fosters continuous improvement processes

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 140

The entry points to Service Strategy are referred to as "the Four Ps". They identify the different forms a service strategy may take. Which of the following is a correct list of the 'Four Ps'?

- A. People, Potential, Products, and Performance
- B. Perspective, Position, Plan, and Pattern
- C. People, Products, Partners, and Profit
- D. Potential, Preparation, Performance, and Profit

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 141

To meet the growing demands of a newly established business unit, IT senior management has been tasked with changing the current IT organization model to service-oriented. With significant growth expected of the IT organization, which of the following is the MOST important consideration when planning for long-term IT service delivery?

- A. The IT service delivery model is approved by the business.
- B. An IT risk management process is in place.
- C. IT is able to provide a comprehensive service catalog to the business.
- D. The IT organization is able to sustain business requirements.

Answer: D (LEAVE A REPLY)

The MOST important consideration when planning for long-term IT service delivery is the ability of the IT organization to sustain business requirements. A service-oriented IT organization model is one that focuses on delivering value and outcomes to the business through IT services that are aligned with business needs and expectations¹. To achieve this, the IT organization must be able to adapt to the changing and growing demands of the business, as well as the advances in technology and innovation. The IT organization must also have the necessary resources, capabilities, processes, and governance mechanisms to ensure the quality, reliability, availability, security, and performance of the IT services². Therefore, the ability of the IT organization to sustain business requirements is essential for long-term IT service delivery.

The other options are not as important as option D. While it is important to have the approval of the business, an IT risk management process, and a comprehensive service catalog, these are not sufficient to ensure long-term IT service delivery. They are rather means to achieve the end goal of satisfying and sustaining business requirements. References := Make the IT function service-oriented - @CIOPortfolio1 What is SOA (Service-Oriented Architecture)? | IBM

NEW QUESTION: 142

An IT strategy committee wants to evaluate how well the IT department supports the business strategy. Which of the following is the BEST method for making this determination?

- A. IT controls assurance program
- B. Customer survey analysis
- C. Capability maturity assessment
- D. IT balanced scorecard reporting

Answer: (SHOW ANSWER)

NEW QUESTION: 143

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

Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 144

The board of directors of a major retail chain wants to know what capabilities are in place to prevent customer credit card data from being hacked. Which of the following should be established to provide useful information about a potential future event?

- A. Performance indicators
- B. Risk tolerance
- C. Lag indicators
- D. Lead indicators

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 145

Which of the following would be MOST important to update if a decision is made to ban end user-owned devices in the workplace?

- A. Orientation training materials
- B. Employee nondisclosure agreement
- C. Enterprise acceptable use policy
- D. Enterprise risk appetite statement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 146

Which of the following processes contained in the Value Governance domain of Val IT establishes the organizational structures?

- A. VG7
- B. VG9
- C. VG6
- D. VG8

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 147

Which of the following is NOT a sub-process of Service Portfolio Management?

- A. Business Planning Data
- B. Strategic Service Assessment
- C. Service Strategy Definition
- D. Strategic Planning
- E. Service Portfolio Update

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 148

The BEST way to manage continuous improvement of governance-related processes is to:

- A. apply effective quality management practices.
- B. require third-party independent reviews.
- C. define accountability based on roles and responsibilities.

D. assess existing process resource capacities.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 149

Which of the following roles in Service Design is responsible for delivering a particular service within the agreed service levels and also acts as the counterpart of the Service Level Manager when negotiating OLAs?

- A. The Service Level Manager
- B. The Service Design Manager
- C. The Service Owner
- D. The Service Catalogue Manager

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 150

Which of the following is the MOST important benefit of developing an information architecture model consistent with enterprise strategy?

- A. It identifies information architecture priorities.
- B. It support and facilitates decision making.
- C. It enables information architecture roadmap updates.
- D. It optimizes information delivery and storage costs.

Answer: B ([LEAVE A REPLY](#))

The most important benefit of developing an information architecture model consistent with enterprise strategy is that it supports and facilitates decision making. Information architecture is the part of the enterprise architecture process that describes the current state, future state, and guidance necessary to flexibly share and exchange information assets to achieve effective enterprise change¹. Information architecture is an aspect of enterprise architecture that enables an information strategy or business solution through the definition of the company's business information assets, their sources, structure, classification and associations². By developing an information architecture model that aligns with the enterprise strategy, the organization can ensure that the information assets are relevant, accurate, timely, and accessible for the decision makers. An information architecture model can also help the organization to identify information gaps, redundancies, and opportunities, and to prioritize information initiatives and investments. Moreover, an information architecture model can enable the organization to leverage its data and analytics capabilities to generate insights and value from the information assets. Therefore, developing an information architecture model consistent with enterprise strategy is crucial for supporting and facilitating decision making at all levels of the organization.

References: Enterprise Business Strategy and Architecture | Deloitte US³, Business strategy modelling based on enterprise architecture: a state of the art review | Emerald Insight⁴, Enterprise Information Architecture (EIA) - CIO Wiki¹, Data Architecture and Information Architecture: What's ... - DATAVERSITY²

NEW QUESTION: 151

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

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

Answer: A ([LEAVE A REPLY](#))

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<https://www.braindumpsPASS.com/ISACA/CGEIT-practice-exam-dumps.html> (680 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 152

Which of the following is the BEST way to address an IT audit finding that many enterprise application updates lack appropriate documentation?

- A. Add change control to the risk register.
- B. Enforce change control procedures.
- C. Review the application development life cycle.
- D. Conduct software quality audits

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 153

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. Value Delivery
- C. IT Governance Framework
- D. Strategic Alignment

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 154

An enterprise wants to address the human factors of social engineering risk within the organization. From a governance perspective, which of the following is the BEST way to mitigate this risk?

- A. Distribute the social media information security policy to staff.
- B. Mandate annual security awareness training.
- C. Restrict access to social media.
- D. Mandate security requirements be included in employee contracts.

Answer: B (LEAVE A REPLY)

This is the best way to mitigate the human factors of social engineering risk within the organization from a governance perspective, as it helps to educate and empower the employees to recognize and prevent social engineering attacks. Social engineering attacks are malicious attacks that use deception and manipulation to exploit human behavior and trick people into revealing sensitive information, clicking malicious links, or opening malicious files¹. These attacks can cause serious damage to the organization, such as financial loss, data breach, reputation harm, or legal liability¹. Therefore, it is essential to address the human factors of social engineering risk, which are the psychological and emotional vulnerabilities that make people susceptible to these attacks, such as curiosity, greed, fear, urgency, or trust². By mandating annual security awareness training, the organization can raise the level of knowledge and awareness among the employees about the common types, techniques, and indicators of social engineering attacks, as well as the best practices and policies to avoid them². Security awareness training can also help to foster a culture of security and responsibility among the employees, and to reinforce their role and accountability in protecting the organization's assets and interests². The other options are not as effective as mandating annual security awareness training, as they do not address the human factors of social engineering risk directly. Distributing the social media information security policy to staff may help to inform them about the rules and expectations for using social media platforms, but it does not ensure that they understand or follow them. Restricting access to social media may help to reduce the exposure to potential social engineering attacks, but it does not prevent them from occurring through other channels or mediums. Mandating security requirements be included in employee contracts may help to enforce compliance and deter violations, but it does not prevent them from happening due to ignorance or negligence.

NEW QUESTION: 155

Which of the following is used as a tool that assists in risk identification?

- A. Variance analysis
- B. Issue log
- C. Status report
- D. Performance report

Answer: B (LEAVE A REPLY)

NEW QUESTION: 156

What does the T in SWOT analysis mean?

- A. Threats
- B. Test

C. Time

D. Trial

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 157

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

A. Initiation

B. Planning

C. Development

D. Design

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 158

Which of the following is the MOST important benefit of effective IT governance reporting?

A. The enterprise balanced scorecard is aligned with IT dashboards.

B. Business executives better understand IT's value contribution to the enterprise

C. IT key performance indicators (KPIs) are included in the enterprise-level KPI dashboard.

D. IT processes are improved in line with business requirements.

Answer: ([SHOW ANSWER](#))

According to the ISACA paper on IT Governance Reporting¹, the most important benefit of effective IT governance reporting is that it helps business executives better understand IT's value contribution to the enterprise. IT governance reporting is the process of communicating relevant and reliable information about the performance, value and risk of IT to the stakeholders who are responsible for making decisions and taking actions related to IT. Effective IT governance reporting enables business executives to have a clear and comprehensive view of how IT supports and enables the achievement of the enterprise's strategy, objectives and goals. It also helps business executives to assess the alignment, efficiency and effectiveness of IT, as well as to identify and address the gaps, issues and opportunities for improvement. Effective IT governance reporting fosters trust, collaboration and accountability between business and IT, and enhances the reputation and credibility of IT within the enterprise. The other options are not as important as business executives better understanding IT's value contribution to the enterprise, as they are more related to the means or outcomes of effective IT governance reporting, rather than the benefit itself. : IT Governance Reporting

NEW QUESTION: 159

Which of the following processes contained in the Value Governance domain of Val IT establishes the organizational structures?

A. VG7

B. VG9

C. VG6

D. VG8

Answer: A ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 160

An enterprise has had the same IT governance framework in place for several years. Currently, large and small capital projects go through the same architectural governance reviews. Despite repeated requests to streamline the review process for small capital projects, business units have received no response from IT. The business units have recently escalated this issue to the newly appointed GO. Which of the following should be done FIRST to begin addressing business needs?

- A. Explain the importance of the IT governance framework.
- B. Assess the impact of the proposed change.
- C. Create a central repository for the business to submit requests.
- D. Assign a project team to implement necessary changes.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 161

An enterprise has decided to execute a risk self-assessment to identify improvement opportunities for current IT services. Which of the following is MOST important to address in the assessment?

- A. Residual IT risk
- B. Related business risk
- C. IT capability and performance measures
- D. Mapping of business objectives to IT risk

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 162

From a governance perspective, which of the following roles is MOST important for an enterprise to keep in-house?

- A. Information auditor
- B. Information architect
- C. Information steward
- D. Information analyst

Answer: C ([LEAVE A REPLY](#))

An information steward is a person who is responsible for ensuring the quality, accuracy, consistency, and usability of the data in an organization. An information steward works with the business users and stakeholders to understand their data needs, requirements, and expectations, and to define and implement the data policies, standards, and rules that govern the data lifecycle. An information steward also monitors and reports on the data quality issues and trends, and initiates and coordinates the data improvement actions and projects¹².

From a governance perspective, the role of an information steward is most important for an enterprise to keep in-house, because it requires a close alignment with the business function, a deep knowledge of the data sources and systems, and a high level of trust and accountability. An information steward is the guardian of the business data, which is a valuable asset and a competitive advantage for any organization. Outsourcing the role of an information steward may pose significant risks to the data security, privacy, quality, and compliance¹².

An information auditor is a person who performs independent and objective assessments of the data quality, integrity, and compliance in an organization. An information auditor evaluates the data governance policies, standards, and processes, as well as the data controls and safeguards. An information auditor also provides recommendations for improving the data management practices and mitigating the data risks³. An information auditor can be outsourced to provide an external and unbiased perspective on the data governance performance and issues.

An information architect is a person who designs and maintains the data structures, models, and standards in an organization. An information architect ensures that the data is organized, integrated, accessible, and consistent across different systems and platforms. An information architect also supports the data analysis, reporting, and visualization needs of the organization⁴. An information architect can be outsourced to leverage the expertise and experience of external consultants or vendors.

An information analyst is a person who collects, processes, analyzes, and interprets the data in an organization.

An information analyst uses various tools and techniques to extract insights and value from the data. An information analyst also communicates and presents the data findings and recommendations to support decision making and problem solving in the organization. An information analyst can be outsourced to access specialized skills or technologies that may not be available in-house. : What is Information Audit?

Definition & Process. What is Information Architecture? Definition & Examples. What is an Information Steward? Definition & Role. 6 Key Responsibilities of the Invaluable Data Steward - Dun & Bradstreet. [What is an Information Analyst? Definition & Skills].

NEW QUESTION: 163

Which of the following should be the MOST important consideration for a hospital planning to use cloud services and mobile applications?

- A. Internet connectivity
- B. Data classification
- C. Privacy requirements
- D. Acceptable use policy

Answer: (SHOW ANSWER)

NEW QUESTION: 164

As part of the implementation of IT governance, the board of an enterprise should establish an IT strategy committee to:

- A. provide input to and ensure alignment of the enterprise and IT strategies.
- B. ensure IT risks inherent in the enterprise strategy implementation are managed
- C. drive IT strategy development and take responsibility for implementing the IT strategy.
- D. assume governance accountability for the business strategy on behalf of the board

Answer: A (LEAVE A REPLY)

As part of the implementation of IT governance, the board of an enterprise should establish an IT strategy committee to provide input to and ensure alignment of the enterprise and IT strategies, because this would enable the board to oversee and direct the IT function in a way that supports the enterprise's vision, mission, goals, and objectives. The IT strategy committee should consist of board members and senior executives who have a stake in the IT performance and value delivery, and who can communicate and coordinate with other board committees and business units. The IT strategy committee should also review and approve the IT strategic plan, monitor the IT performance and outcomes, and ensure the alignment of IT resources and capabilities with the enterprise's needs and expectations¹. References := ISACA, CGEIT Review Manual, 7th Edition, 2019, page 19-20.

NEW QUESTION: 165

Which of the following should be the CIO's GREATEST consideration when making changes to the IT strategy'?

- A. Have key stakeholders been consulted?
- B. Has the investment portfolio been revised?
- C. Have IT risk metrics been adjusted?
- D. Has the impact to the enterprise architecture (EA) been assessed?

Answer: A (LEAVE A REPLY)

NEW QUESTION: 166

The CIO of a large enterprise has taken the necessary steps to align IT objectives with business objectives. What is the BEST way for the CIO to ensure these objectives are delivered effectively by IT staff?

- A. Enhance the budget for training based on the IT objectives.
- B. Include the IT objectives in staff performance plans.
- C. Map the IT objectives to an industry-accepted framework.
- D. Include CIO sign-off of the objectives as part of the IT strategic plan.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 167

Which of the following frameworks describes an enterprise view of all project management activities and how these activities contribute to the success of the organization?

- A. COSO ERM
- B. COBIT
- C. Enterprise project management (EPM)
- D. Casualty Actuarial Society framework

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 168

Which of the following is MOST important for IT governance to have in place to ensure the enterprise can maintain operations during extensive system downtime?

- A. Fault-tolerant hardware
- B. An incident response plan
- C. A crisis communications plan
- D. A business continuity plan (BCP)

Answer: D ([LEAVE A REPLY](#))

A business continuity plan (BCP) is the most important element for IT governance to have in place to ensure the enterprise can maintain operations during extensive system downtime. A BCP consists of the processes and procedures an organization needs to ensure its critical business processes continue operating during a disaster¹. A BCP should include methods to ensure uninterrupted delivery of critical IT services, identify the resources needed, and outline manual workarounds. It should also contain policies, standards, procedures, and tools for responding to and preventing major incidents, as well as the IT architecture of the organization². A BCP should be reviewed regularly and updated as needed.

References := Business continuity planning (BCP) - Learning Center, IT Business Continuity | DisasterRecovery.org, IT Governance Blog: free business continuity plan template

NEW QUESTION: 169

An enterprise is planning to replace multiple enterprise resource planning (ERP) systems at various regions with one company-wide ERP system. The main objective of this change is to achieve economies of scale efficiencies resulting in cost reductions. To meet this objective, what is the BEST approach in the planning phase of the project?

- A. Implement an ERP system on shared resources with the lowest cost.
- B. Minimize customization by standardizing ERP processes across regions.
- C. Adopt a best in breed web-based architecture for the ERP system.
- D. Use a service provider to evaluate and implement the new ERP processes.

Answer: B ([LEAVE A REPLY](#))

One of the main benefits of ERP systems is that they can integrate and streamline various business processes across an enterprise, such as accounting, inventory, sales, human resources, etc. However, this also means that different regions or departments may have to adopt common or standardized processes that are supported by the ERP system, rather than using their own customized or localized ones. This can reduce the complexity and cost of implementing and maintaining the ERP system, as well as improve data quality and consistency. According to one of the web search results¹, "it's important to always keep those processes at the core of your implementation plan" and "an ERP implementation is an opportunity to introduce a better process, not simply to automate an existing inefficient one." Another web search result² states that "standardizing ERP processes across regions" is one of the best practices for a successful ERP implementation. Therefore, the best approach in the planning phase of the project is to minimize customization by standardizing ERP processes across regions. References := 9 Key ERP Implementation Best Practices | NetSuite, 6 Best Practices for a Successful ERP Implementation

NEW QUESTION: 170

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 171

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 172

A multinational enterprise recently purchased a large company located in a different country. When introducing the concept of governance to the new acquisition, it is MOST important that executive management recognize:

- A. the impact of cultural changes.

- B. the use of international standards.
- C. language differences.
- D. globally recognized good practices.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 173

Which of the following components work to support achievements of the enterprise's mission, strategies, and related business objectives in an internal control system? Each correct answer represents a complete solution. Choose all that apply.

- A. Control activities
- B. Strategic alignment
- C. Control environment
- D. Risk assessment

Answer: A,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 174

An independent consultant has been hired to conduct an ad hoc audit of an enterprise's information security office with results reported to the IT governance committee and the board. Which of the following is MOST important to provide to the consultant before the audit begins?

- A. Acceptance of the audit risks and opportunities
- B. The scope and stakeholders of the audit
- C. The organizational structure of the security office
- D. The policies and framework used by the security office

Answer: B ([LEAVE A REPLY](#))

The scope and stakeholders of the audit are the most important information to provide to the consultant before the audit begins, because they define the objectives, boundaries, and expectations of the audit. The scope and stakeholders of the audit are also part of the IT governance domain 1: Framework for the Governance of Enterprise IT1. References := 1: CGEIT Review Manual 2023, ISACA, page 23.

NEW QUESTION: 175

An enterprise's board of directors is developing a strategy change. Although the strategy is not finalized, the board recognizes the need for IT to be responsive. Which of the following is the FIRST step to prepare for this change?

- A. Ensure IT has knowledgeable representation and is included in the strategic planning process.
- B. Increase the IT budget and approve an IT staff level increase to ensure resource availability for the strategy change.
- C. Initiate an IT service awareness campaign to business system owners and implement service level agreements (SLAs).
- D. Outsource both IT operations and IT development and implement controls based on a standardized framework.

Answer: A (LEAVE A REPLY)

This is because IT is a key enabler and driver of business strategy, and it needs to understand and align with the strategic vision, goals, and priorities of the enterprise¹. By ensuring IT has knowledgeable representation and is included in the strategic planning process, the enterprise can:

Leverage IT's expertise and insights to identify and evaluate the opportunities and challenges of the strategy change¹ Ensure IT's readiness and capability to support and execute the strategy change¹ Avoid any gaps or misalignments between IT and business expectations and requirements¹ Foster a collaborative and supportive relationship between IT and business stakeholders¹

B: Increase the IT budget and approve an IT staff level increase to ensure resource availability for the strategy change. This is not the first step to prepare for the change in the enterprise's board of directors' strategy, as it may be premature or unnecessary to do so without a clear understanding and agreement of the scope, impact, and implications of the strategy change. Increasing the IT budget and staff level may also create inefficiencies or wastages if they are not aligned with the actual needs and priorities of the strategy change².

C: Initiate an IT service awareness campaign to business system owners and implement service level agreements (SLAs). This is not the first step to prepare for the change in the enterprise's board of directors' strategy, as it may not be relevant or effective to do so without a clear definition and communication of the strategy change. Initiating an IT service awareness campaign and implementing SLAs are more related to the delivery and management of IT services, rather than the planning and alignment of IT strategy³.

D: Outsource both IT operations and IT development and implement controls based on a standardized framework. This is not the first step to prepare for the change in the enterprise's board of directors' strategy, as it may introduce new risks and challenges for IT governance, such as loss of control, dependency, compatibility, security, compliance, and cost issues⁴. Outsourcing both IT operations and development may also reduce the involvement and ownership of IT in the strategic planning process, which could affect its alignment and responsiveness to the strategy change⁴. Outsourcing should be carefully considered and evaluated based on the specific needs and circumstances of the enterprise, and should be complemented by a robust governance and management framework⁴.

NEW QUESTION: 176

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 177

You are the HR Professional for your organization and you're working with the management to define the role of contractors versus employees in your organization.

According to the Internal Revenue Service, there are three categories of control that help determine whether a person is a contractor or an employee. Which one of the following is not one of the three levels of control as defined by the IRS for employee versus contractor?

- A. Behavioral control
- B. Financial control
- C. Type of relationship
- D. Locale of work performed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 178

An enterprise is planning a transformation initiative by leveraging emerging technology that will have a significant impact on existing products and services Which of the following is the BEST way for IT to prepare for this change?

- A. Procure appropriate resources to support emerging technology
- B. Use a balanced scorecard to measure IT outcomes.
- C. Assess the impact on the existing IT strategy
- D. Analyze emerging technology products and related training needs.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 179

When selecting a cloud provider, which of the following provides the MOST comprehensive information regarding the current status and effectiveness of the provider's controls?

- A. Globally recognized certification
- B. Third-party audit report
- C. Control self-assessment (CSA)
- D. Maturity assessment

Answer: B ([LEAVE A REPLY](#))

A third-party audit report is the most comprehensive source of information regarding the current status and effectiveness of a cloud provider's controls. A third-party audit report is an independent and objective assessment of the cloud provider's security, compliance, and performance by a qualified and reputable auditor. A third-party audit report can provide assurance to the cloud customers that the cloud provider has implemented adequate and effective controls to meet the industry standards and best practices, as well as the contractual obligations and customer expectations¹².

A globally recognized certification is a credential that demonstrates that a cloud provider has met certain criteria or standards for security, quality, or performance. A globally recognized

certification can provide some level of confidence to the cloud customers that the cloud provider has achieved a minimum level of compliance or competence, but it may not provide enough details or evidence about the current status and effectiveness of the cloud provider's controls³. A control self-assessment (CSA) is a process that enables a cloud provider to evaluate its own controls internally, without involving an external auditor. A CSA can help a cloud provider to identify and address any gaps or weaknesses in its controls, as well as to monitor and improve its performance. However, a CSA may not provide sufficient assurance to the cloud customers, as it may lack objectivity, transparency, and validity⁴.

A maturity assessment is a process that measures the level of maturity or capability of a cloud provider's processes or practices. A maturity assessment can help a cloud provider to benchmark its performance against industry standards or best practices, as well as to identify areas for improvement or innovation. However, a maturity assessment may not provide enough information about the current status and effectiveness of the cloud provider's controls, as it may focus more on the process rather than the outcome⁵.

References: 1: Cloud Security Auditing: Challenges and Emerging Approaches - IEEE Journals & Magazine
2: Cloud Security Audit: What You Need to Know | CloudHealth by VMware
3: Cloud Security Certifications: What You Need to Know | CloudHealth by VMware
4: Control Self-Assessment - ISACA
5:

Maturity Assessment - ISACA

NEW QUESTION: 180

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 181

An internal auditor conducts an assessment of a two-year-old IT risk management program. Which of the following findings should be of MOST concern to the CIO?

- A. Organizational responsibility for IT risk management is not clearly defined.
- B. None of the members of the IT risk management team have risk management-related certifications.
- C. Only a few key risk indicators (KRIs) identified by the IT risk management team are being monitored and the rest will be on a phased schedule.
- D. IT risk training records are not properly retained in accordance with established schedules

Answer: A ([LEAVE A REPLY](#))

Organizational responsibility for IT risk management is a critical factor for the success of the program.

Without clear roles and responsibilities, the program may lack accountability, coordination, communication and alignment with the business objectives. The other options are not as concerning as option A, because they do not affect the core of the program. Having risk management-related certifications is desirable, but not mandatory, for the IT risk management team. Monitoring only a few key risk indicators (KRIs) is acceptable, as long as they are relevant and meaningful for the program. Retaining IT risk training records is important, but not essential, for the program effectiveness. References := ISACA, CGEIT Review Manual, 7th Edition, Chapter 3: Benefits Realization, Section 3.2: IT Risk Management, p. 113-114.

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<https://www.braindumpsPASS.com/ISACA/CGEIT-practice-exam-dumps.html> (680 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 182

An IT steering committee wants the enterprise's mobile workforce to use cloud-based file storage to save non-sensitive corporate data, removing the need for remote access to that information. Before this change is implemented, what should be included in the data management policy?

- A. A mandate for the encryption of all corporate data files at rest that contain sensitive data
- B. A mandate for periodic employee training on how to classify corporate data files
- C. A requirement to scan approved cloud-based apps for inappropriate content
- D. A process for blocking access to cloud-based apps if inappropriate content is discovered

Answer: B (LEAVE A REPLY)

NEW QUESTION: 183

What is the formula for measuring the "usage gap"?

- A. Usage gap = market potential - existing usage
- B. Usage gap = market potential * existing usage
- C. Usage gap = market potential / existing usage
- D. Usage gap = market potential + existing usage

Answer: A (LEAVE A REPLY)

Section: Volume C

NEW QUESTION: 184

The board of a start-up company has directed the CIO to develop a technology resource acquisition and management policy. Which of the following should be the MOST important consideration during the development of this policy?

- A. Industry best practices
- B. Enterprise growth plans
- C. IT staff competencies
- D. Organizational knowledge retention

Answer: B (LEAVE A REPLY)

NEW QUESTION: 185

An enterprise is initiating efforts to improve system availability to mitigate IT risk to the business. Which of the following results would be MOST important to report to the CIO to measure progress?

- A. Incident severity and downtime trend analysis
- B. Probability and severity of each IT risk
- C. Financial losses and bad press releases
- D. Customer and stakeholder complaints over time

Answer: A (LEAVE A REPLY)

Incident severity and downtime trend analysis is the most important result to report to the CIO to measure progress in improving system availability to mitigate IT risk to the business, because it directly reflects the impact and frequency of system failures or disruptions on the business operations, processes, and functions.

By analyzing the severity and duration of incidents over time, the CIO can evaluate the effectiveness of the IT risk management and system availability strategies, and identify any gaps, issues, or opportunities for improvement. Incident severity and downtime trend analysis can also help the CIO to communicate the value and performance of the IT risk management and system availability initiatives to the business stakeholders, and justify any further investment or action required to achieve the desired outcomes.

The other options are not as important as incident severity and downtime trend analysis, because they are either too indirect or too subjective to measure progress in improving system availability to mitigate IT risk to the business. Probability and severity of each IT risk is a useful input for IT risk management, but it does not necessarily reflect the actual occurrence or impact of system failures or disruptions on the business¹. Financial losses and bad press releases are possible consequences of system failures or disruptions, but they may not capture the full extent or root causes of the IT risk to the business². Customer and stakeholder complaints over time are indicators of customer satisfaction and loyalty, but they may not be reliable or consistent measures of system availability or IT risk to the business

NEW QUESTION: 186

Which of the following are the tasks performed by the Management committee in the Resource management framework? Each correct answer represents a complete solution.

Choose all that apply.

- A. To work on architectural design
- B. To define value creation roles within IT
- C. To balance sustain/growth proposals
- D. To manage complex projects

Answer: A,C,D ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 187

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 188

A high-tech enterprise is concerned that leading competitors have been successfully recruiting top talent from the enterprise's research and development business unit.

What should the leadership team mandate FIRST?

- A. A SWOT analysis
- B. An incentive and retention program
- C. A root cause analysis
- D. An aggressive talent acquisition program

Answer: C ([LEAVE A REPLY](#))

A root cause analysis is the first step to identify the factors that are causing the loss of top talent and to devise appropriate solutions. A SWOT analysis, an incentive and retention program, and an aggressive talent acquisition program are possible outcomes of a root cause analysis, but they are not the first action to take. References := CGEIT Review Manual, 7th Edition, page 103.

NEW QUESTION: 189

Which of the following phases of IT lifecycle occurs during the concept and idea stages of basic research?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 190

Holly and Gary are HR Professionals in their organization and they're working to develop the strategic plan for their organization. Holly and Gary are using SWOT analysis to help understand the needs of human, financial, technological, capital, and other aspects of their organization. What is SWOT?

- A. SWOT is an analysis to define the seriousness, weaknesses, openness, and timetable of organization development.
- B. SWOT is an analysis to define the strengths, weaknesses, openness, and timeliness of an organization.
- C. SWOT is an analysis to define the schedule, weaknesses, opportunities, and timetable of a project endeavor.
- D. SWOT is an analysis to define the strengths, weaknesses, opportunities, and threats an organization may face.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 191

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 192

Which of the following provides the BEST information to assess the effective alignment of IT investments?

- A. IT balanced scorecard
- B. Net present value (NPV).
- C. IT delivery time metrics
- D. Total cost of ownership (TCO)

Answer: A ([LEAVE A REPLY](#))

An IT balanced scorecard is the best information source to assess the effective alignment of IT investments, because it provides a comprehensive and balanced view of the IT performance and value from four perspectives: financial, customer, internal process, and learning and growth¹. An IT balanced scorecard helps to translate the IT strategy and objectives into measurable indicators that reflect the contribution of IT to the business strategy and goals². An IT balanced scorecard also helps to monitor and evaluate the IT investments based on their benefits, costs, and risks, and to identify and address any gaps or issues in the IT alignment². An IT balanced scorecard also helps to communicate and report the IT value and outcomes to the stakeholders, and to foster a continuous improvement culture within the organization².

References := Implementing the IT Balanced Scorecard: Aligning IT with ... - Routledge, Strategy-Based Balanced Scorecards for Technology.

NEW QUESTION: 193

Which of the following provides the MOST comprehensive insight into the effectiveness of IT?

- A. Return on investment (ROI)
- B. Key risk indicators (KRIs)
- C. IT strategy
- D. IT balanced scorecard

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 194

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 195

The PRIMARY reason for periodically evaluating IT resource staffing requirements is to:

- A. verify that human resource recruitment and retention processes meet enterprise IT objectives.
- B. ascertain the IT function has sufficient skilled staff to maintain daily operations.
- C. confirm IT-related responsibilities are defined for the enterprise's business and IT staff.
- D. ensure the enterprise has sufficient resources to address changing business and IT needs.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 196

The entry points to Service Strategy are referred to as "the Four Ps". They identify the different forms a service strategy may take. Which of the following is a correct list of the 'Four Ps'?

- A. People, Products, Partners, and Profit
- B. People, Potential, Products, and Performance
- C. Potential, Preparation, Performance, and Profit
- D. Perspective, Position, Plan, and Pattern

Answer: D ([LEAVE A REPLY](#))

Section: Volume A

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NEW QUESTION: 197

What is the BEST way for IT to achieve compliance with regulatory requirements?

- A. Enforce IT policies and procedures.
- B. Create an IT project portfolio.
- C. Review an IT performance dashboard.
- D. Report on IT audit findings and action plans.

Answer: (SHOW ANSWER)

The best way for IT to achieve compliance with regulatory requirements is to enforce IT policies and procedures that align with the compliance standards and guidelines. IT policies and procedures are the documents that define the roles, responsibilities, rules, and expectations for the IT function and its activities.

They help to ensure that the IT systems and processes are secure, reliable, efficient, and consistent with the business objectives and legal obligations. By enforcing IT policies and procedures, IT can demonstrate its compliance with regulatory requirements and avoid violations, penalties, or reputational damage. The other options are not as effective as enforcing IT policies and procedures for achieving compliance with regulatory requirements. Creating an IT project portfolio is a good practice for managing IT investments and resources, but it does not guarantee compliance with regulatory requirements. Reviewing an IT performance dashboard is a useful technique for monitoring and measuring IT performance and value delivery, but it does not ensure compliance with regulatory requirements. Reporting on IT audit findings and action plans is a necessary step for improving IT governance and control processes, but it does not achieve compliance with regulatory requirements. References := What is IT Compliance? - Checklist, Guidelines & More | Proofpoint US, 6 Common IT Compliance Standards (A Guide to the Basics), Here's Why Regulatory Compliance is Important - Reciprocity

NEW QUESTION: 198

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 199

To ensure IT risk is managed in a consistent manner, it is MOST important for IT governance to establish a:

- A. risk management committee to identify IT-related risks.
- B. risk management framework.
- C. balanced scorecard that includes IT risks.
- D. risk management reporting tool to ensure compliance.

Answer: ([SHOW ANSWER](#))

A risk management framework is a set of principles, policies, roles, responsibilities, and processes that guide, direct, and control the identification, analysis, evaluation, and treatment of IT risks. A risk management framework can help ensure that IT risk is managed in a consistent manner by:

Providing a clear and coherent structure for managing IT risks across the organization
Aligning IT risks with the enterprise objectives, strategy, and risk appetite
Defining the roles and responsibilities of the IT risk owners, managers, and stakeholders
Establishing the criteria and methods for assessing, prioritizing, and reporting IT risks
Setting the standards and expectations for implementing and monitoring IT risk controls and responses
Ensuring the accountability and transparency of IT risk decisions and outcomes
References:

According to the CGEIT Review Manual 2022, "A risk management framework is a set of components that provide the foundations and organizational arrangements for designing, implementing, monitoring, reviewing and continually improving risk management throughout the enterprise."¹ According to the ISACA article on Understanding Cyber Risk Metrics and Reporting², "A risk management framework provides a consistent approach to identifying, analyzing, evaluating and treating information-related risks. It also communicates the acceptable levels of risk." According to the NIST article on Staging Cybersecurity Risks for Enterprise Risk Management and Governance³, "A cybersecurity risk management framework is an essential tool for organizations to use in understanding their cybersecurity risks in relation to their overall organizational risks."

NEW QUESTION: 200

To meet the growing demands of a newly established business unit, IT senior management has been tasked with changing the current IT organization model to service-oriented. With significant growth expected of the IT organization, which of the following is the MOST important consideration when planning for long-term IT service delivery?

- A. IT is able to provide a comprehensive service catalog to the business.
- B. An IT risk management process is in place.
- C. The IT service delivery model is approved by the business.
- D. The IT organization is able to sustain business requirements.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 201

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 202

An enterprise's board of directors can BEST manage enterprise risk by:

- A. requiring the establishment of an enterprise risk management (ERM) framework.
- B. mandating board-approved enterprise risk management (ERM) modifications.
- C. ensuring the cost-effectiveness of the internal control system.
- D. requiring the establishment of an enterprise-wide program management office.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 203

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. Indirect benefit
- C. Direct benefit
- D. Incremental benefit

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 204

In a large enterprise, which of the following is the BEST approach to enable effective communication to senior management regarding the project status for a strategic enterprise resource management system implementation?

- A. Project management office with business and IT representatives
- B. Weekly project reports reviewed by business and IT management
- C. Project status updates on the intranet
- D. A steering committee involving business and IT

Answer: ([SHOW ANSWER](#))

A steering committee involving business and IT is the best approach to enable effective communication to senior management regarding the project status for a strategic enterprise resource management system implementation. This is because a steering committee is a group

of senior executives, stakeholders, and experts who provide strategic direction, guidance, and oversight for the project¹. A steering committee can help to:

Communicate the project vision, goals, benefits, and risks to senior management and other stakeholders¹
Monitor and review the project progress, performance, quality, and deliverables¹
Resolve any issues, conflicts, or changes that may arise during the project¹
Ensure the alignment of the project with the business strategy, objectives, and priorities¹
Provide support, resources, and sponsorship for the project¹
A steering committee involving business and IT can ensure that both the functional and technical aspects of the project are well represented and communicated to senior management. This can help to avoid any misunderstandings, gaps, or misalignments between the business and IT perspectives. A steering committee can also facilitate effective communication among senior management, project team, and other stakeholders, and foster a collaborative and supportive environment for the project success².

The other options, project management office with business and IT representatives, weekly project reports reviewed by business and IT management, and project status updates on the intranet are not as effective as a steering committee for enabling communication to senior management regarding the project status. A project management office is a centralized unit that provides standards, methodologies, tools, and support for project management³. A project management office can help to improve the efficiency and consistency of project delivery, but it does not have the authority or responsibility to communicate directly with senior management or influence their decisions³. Weekly project reports are documents that summarize the progress, performance, issues, and risks of a project in a given period⁴. Weekly project reports can help to keep senior management informed of the project status, but they may not be sufficient to address their concerns or expectations. Weekly project reports may also be too frequent or detailed for senior management who may prefer a higher-level or less frequent view of the project⁴. Project status updates on the intranet are web-based messages that provide information about the current state of a project⁵. Project status updates on the intranet can help to increase the visibility and transparency of the project status to senior management and other stakeholders, but they may not be effective in engaging them or soliciting their feedback. Project status updates on the intranet may also be overlooked or ignored by senior management who may have limited time or access to the intranet⁵. References

:= What is a Project Steering Committee? | Clarizen, How To Run An Effective Steering Committee Meeting

- BrightWork, What Is a Project Management Office (PMO)? | Smartsheet, How To Write A Project Status Report: The Ultimate Guide, Project Status Update Email Sample : Templates and Examples

NEW QUESTION: 205

Results of an enterprise's customer survey indicate customers prefer using mobile applications. However, this same survey shows the enterprise's mobile applications are considered inferior compared to legacy browser-based applications. Which of the following should be the FIRST step in creating an effective long-term mobile application strategy?

- A. Identify business requirements concerning mobile applications.
- B. Implement key performance indicators (KPIs) that include application quality.
- C. Establish service level agreements (SLAs) with the development team.
- D. Identify key risks and mitigation strategies for mobile applications.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 206

Which of the following is the BEST way to ensure new systems can be adequately supported once in production?

- A. Require operational management be identified in the business case.
- B. Evaluate the operational requirements of the business stakeholders.
- C. Establish a resource management framework.
- D. Identify key performance indicators (KPIs).

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 207

Which of the following is the BEST way to implement effective IT risk management?

- A. Align with business risk management processes.
- B. Adopt risk management processes.
- C. Establish a risk management function.
- D. Minimize the number of IT risk management decision points.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 208

Which of the following functions of HR department is liable for policy creation, policy communication, record creation, and HR information systems?

- A. Support for strategy
- B. Personnel policy
- C. Compensation and benefit
- D. Analysis and design for work

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 209

You work as the project manager for Bluewell Inc. You are working on NGQQ Project for your company.

You have completed the risk analysis processes for the risk events.

You and the project team have created risk responses for most of the identified project risks.

Which of the following risk response planning techniques will you use to shift the impact of a threat to a third party, together with the responses?

- A. Risk transference
- B. Risk avoidance

- C. Risk mitigation
- D. Risk acceptance

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 210

A company is considering selling products online, and the CIO has been asked to advise the board of directors of potential problems with this strategy. Which of the following is the CIO's BEST course of action?

- A. Review the enterprise architecture (EA).
- B. Perform a risk assessment.
- C. Review the security framework.
- D. Conduct a return on investment (ROI) analysis.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 211

An enterprise has made the strategic decision to begin a global expansion program which will require opening sales offices in countries across the world. Which of the following should be the FIRST consideration with regard to the IT service desk which will remain centralized?

The effect of regional differences On service delivery

Identification of IT service desk functions that can be outsourced

- A. Enforcement Of a standardized policy across all regions
- B. Availability of adequate resources to provide support for new users

Answer: A ([LEAVE A REPLY](#))

The first consideration with regard to the IT service desk that will remain centralized is the effect of regional differences on service delivery. This is because regional differences can pose various challenges and opportunities for the IT service desk, such as:

Language and cultural barriers: The IT service desk staff should be able to communicate effectively and respectfully with customers from different countries and backgrounds, and understand their needs, preferences, and expectations. This may require hiring multilingual staff, providing language training, using translation tools, or outsourcing some services to local providers¹.

Time zone differences: The IT service desk should be able to provide timely and consistent support to customers across different time zones, and avoid delays or disruptions in service delivery. This may require extending the service hours, implementing shift work, using automation tools, or outsourcing some services to local providers².

Legal and regulatory differences: The IT service desk should be aware of and comply with the local laws and regulations that apply to the IT services they provide, such as data protection, privacy, security, taxation, and consumer rights. This may require conducting a risk assessment, obtaining legal advice, implementing policies and procedures, or outsourcing some services to local providers³.

Technical and operational differences: The IT service desk should be able to adapt to the technical and operational requirements and challenges of the different regions they serve, such as network connectivity, bandwidth, infrastructure, devices, software, standards, and best practices. This may require conducting a feasibility study, investing in technology upgrades, implementing quality assurance measures, or outsourcing some services to local providers⁴. The other options, identification of IT service desk functions that can be outsourced, enforcement of a standardized policy across all regions, and availability of adequate resources to provide support for new users are also important considerations for the IT service desk that will remain centralized, but they are not the first one. They are more related to the implementation and execution of the IT service desk strategy, rather than its design. They are also influenced by the regional differences factor, as they depend on the level of variation and complexity that the IT service desk faces in different regions. := Five Ways to Provide a World Class Service Desk Experience, How to Run an IT Service Desk in a Hybrid or Remote World - Gartner, Best Practices for Building a Service Desk | Atlassian, The Top 18 Help Desk Metrics and Best Practices - HubSpot Blog

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NEW QUESTION: 212

An enterprise is replacing its customer relationship management (CRM) system with a cloud-based system.

Which of the following should be done FIRST when preparing for data migration?"*

- A. Review the enterprise data architecture.
- B. Establish a data quality plan
- C. Consult the quality assurance (QA) function.
- D. Acquire data migration tools.

Answer: A (LEAVE A REPLY)

The enterprise data architecture is the blueprint that defines how data is collected, stored, processed, integrated, and distributed within the enterprise. It also specifies the data standards, policies, rules, and models that govern the data lifecycle. Reviewing the enterprise data architecture is the first step when preparing for data migration, as it helps to identify the source and target systems, the data entities and attributes, the relationships and dependencies, the data quality and security requirements, and the potential challenges and risks of the migration. Reviewing the enterprise data architecture also helps to align the data migration with the business

objectives and strategies, and to ensure that the migrated data supports the enterprise's information needs and decision making. CGEIT Exam Content Outline | ISACA1, CGEIT Review Manual (Digital Version), Data Architecture: A Primer for the Data Scientist, Data Migration: A Comprehensive Guide

NEW QUESTION: 213

An enterprise can BEST assess the benefits of a new IT project through its life cycle by:

- A. periodic review of the business case.
- B. periodic measurement of the project slip rate.
- C. calculation of the net present value (NPV).
- D. calculation of the total cost of ownership.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 214

Which of the following should be the FIRST consideration for an enterprise faced with a pandemic situation resulting in a mandatory remote work environment?

- A. Ensuring remote work policies are updated and communicated
- B. Revising IT performance monitoring metrics
- C. Reviewing and testing disaster recovery plans (DRPs)
- D. Ensuring staff has the necessary technology to be productive

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 215

Management has asked you to perform a risk audit and report back on the results.

Bonny, a project team member asks you what a risk audit is. What do you tell Bonny?

- A. A risk audit is an audit of all the risks that have occurred in the project and what their true impact on cost and time has been.
- B. A risk audit is a review of the effectiveness of the risk responses in dealing with identified risks and their root causes, as well as the effectiveness of the risk management process.
- C. A risk audit is a review of all the risks that have yet to occur and what their probability of happening are.
- D. A risk audit is a review of all the risk probability and impact for the risks, which are still present in the project but which have not yet occurred.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 216

Management wants you to create a visual diagram of what resources will be utilized in the project deliverables. What type of a chart is management asking you to create?

- A. Work breakdown structure
- B. Roles and responsibility matrix
- C. Resource breakdown structure

D. RACI chart

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 217

The board of directors of a large organization has directed IT senior management to improve IT governance within the organization. IT senior management's MOST important course of action should be to:

- A. understand the driver that led to a desire to change.
- B. assess the current slate of IT governance within the organization.
- C. review IT strategy and direction.
- D. analyze IT service levels and performance.

Answer: A ([LEAVE A REPLY](#))

The most important course of action for IT senior management to improve IT governance within the organization is to understand the driver that led to a desire to change. IT governance is the process of ensuring that IT supports and enables the achievement of the enterprise's goals and objectives, and delivers value to the stakeholders¹. IT governance is influenced by various internal and external factors, such as business strategy, customer expectations, regulatory requirements, industry standards, best practices, and emerging technologies¹. Therefore, before initiating any improvement initiatives, IT senior management should first identify and analyze the driver that prompted the board of directors to request a change in IT governance. This will help them to understand the current situation, the desired state, the gap between them, and the rationale and urgency for improvement². By understanding the driver that led to a desire to change, IT senior management can also align their improvement efforts with the board's vision and expectations, communicate the benefits and challenges of change, and gain their support and commitment². References: CGEIT Review Manual (Digital Version) or CGEIT Review Manual (Print Version), Chapter 1: Governance of Enterprise IT, Section 1.1: IT Governance Frameworks and Principles, Page 9-10. What is CGEIT? A certification for seasoned IT governance professionals.

NEW QUESTION: 218

Mark is the project manager of the BFL project for his organization. He and the project team are creating a probability and impact matrix using RAG rating. There is some confusion and disagreement among the project team as to how a certain risk is important and priority for attention should be managed. Where can Mark determine the priority of a risk given its probability and impact?

- A. Project sponsor
- B. Look-up table
- C. Risk management plan
- D. Risk response plan

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 219

A CIO just received a final audit report that indicates there is inconsistent enforcement of the enterprise's mobile device acceptable use policy throughout all business units. Which of the following should be the FIRST step to address this issue?

- A. Incorporate compliance metrics into performance goals.
- B. Review the relevance of existing policy.
- C. Implement controls to enforce the policy.
- D. Mandate awareness training for all mobile device users.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 220

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: (SHOW ANSWER)

Section: Volume B

NEW QUESTION: 221

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

Answer: (SHOW ANSWER)

NEW QUESTION: 222

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 223

The MOST successful IT performance metrics are those that:

- A. contain objective measures.
- B. measure financial results.
- C. are approved by the stakeholders.
- D. measure all areas.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 224

Due to continually missed service level agreements (SLAs), an enterprise plans to terminate its contract with a vendor providing IT help desk services. The enterprise's IT department will assume the help desk-related responsibilities. Which of the following would BEST facilitate this transition?

- A. Requiring the enterprise architecture (EA) be updated
- B. Ensuring a change management plan is in place
- C. Ensuring IT will operate at a lower cost than the vendor
- D. Validating that the balanced scorecard is still meaningful

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 225

Which of the following is the BEST way for a CIO to secure support for a strategy to achieve long-term IT objectives?

- A. Make the necessary strategic decisions and notify staff accordingly.
- B. Develop tactics to implement the strategy and share with stakeholders.
- C. Develop a communication plan for distribution of information to staff.
- D. Meet with stakeholders to explain the strategy and incorporate feedback.

Answer: D ([LEAVE A REPLY](#))

Meeting with stakeholders to explain the strategy and incorporate feedback is the best way for a CIO to secure support for a strategy to achieve long-term IT objectives, because it ensures that the strategy is aligned with the needs, expectations, and interests of the stakeholders, and that the stakeholders are engaged, informed, and committed to the strategy. By meeting with stakeholders, the CIO can communicate the vision, goals, and benefits of the strategy, and address any questions, concerns, or objections that the stakeholders may have. By incorporating feedback, the CIO can demonstrate respect and appreciation for the stakeholder input, and make any necessary adjustments or improvements to the strategy based on the stakeholder perspectives. Meeting with stakeholders and incorporating feedback can also foster trust, collaboration, and innovation between the CIO and the stakeholders, and enhance the value proposition and performance of the strategy.

The other options are not as effective as meeting with stakeholders and incorporating feedback, because they are either too autocratic, too vague, or too passive to secure support for a strategy to achieve long-term IT objectives. Making the necessary strategic decisions and notifying staff accordingly is a top-down approach that may alienate or antagonize the stakeholders, and create resistance or conflict. Developing tactics to implement the strategy and share with stakeholders is

a tactical approach that may not address the strategic alignment, integration, or evaluation of the strategy. Developing a communication plan for distribution of information to staff is a one-way approach that may not elicit stakeholder feedback, engagement, or commitment. According to Stakeholder management: Your plan for influencing project outcomes, "Stakeholder management is essentially stakeholder relationship management as it is the relationship and not the actual stakeholder groups that are managed."

NEW QUESTION: 226

There are five inputs to the quantitative risk analysis process. Which one of the following is NOT an input to the perform quantitative risk analysis process?

- A. Risk management plan
- B. Risk register
- C. Enterprise environmental factors
- D. Cost management plan

Answer: C (LEAVE A REPLY)

Section: Volume B

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NEW QUESTION: 227

Which of the following will BEST help to ensure that the governance of enterprise IT is consistently executed?

- A. Experienced and skilled IT leadership
- B. Regular review of IT policies and procedures
- C. Established and monitored IT management processes
- D. Defined key risk indicators

Answer: B (LEAVE A REPLY)

NEW QUESTION: 228

What should be done FIRST when feedback indicates recently implemented software products are not meeting business unit expectations?

- A. Request a gap analysis.
- B. Review help desk logs.
- C. Confirm user acceptance testing (UAT) was completed.

D. Institute a new software training program

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 229

An enterprise has established a new department to oversee the life cycle of activities that support data management objectives. Which of the following should be done NEXT?

- A. Assess the current data business model.
- B. Establish a RACI chart
- C. Review data privacy requirements.
- D. Develop a business continuity plan (BCP).

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 230

Which of the following would be the MOST effective way to ensure IT capabilities are appropriately aligned with business requirements for specific business processes?

- A. Requiring architecture and design reviews with business process stakeholders
- B. Establishing key performance indicators {KPIs}
- C. Issuing a management mandate that IT and business process stakeholders work together
- D. Requiring Internal IT architecture and design reviews

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 231

Which of the following areas concentrates on optimizing expenses, and providing the value of IT?

- A. Value delivery
- B. Risk management
- C. Resource management
- D. Strategic alignment

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 232

Jeff works as a project manager for BlueWell Inc. He is determining which risks can affect the project. Which of the following are the inputs to the identify risks process that Jeff will use to accomplish the task? Each correct answer represents a complete solution.

Choose all that apply.

- A. Risk management plan
- B. Activity cost estimates
- C. Risk register
- D. Scope baseline

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 233

An enterprise is contracting with an outsourcing partner for a long-term engagement. The BEST time for the enterprise to plan for the event of contract termination is when:

- A. issues surface in the contractual relationship.
- B. developing the initial contract.
- C. either party decides to terminate the contract.
- D. planning for the contract as part of business continuity.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 234

Which of the following planned and purposeful management processes are required by Strategic Alignment? Each correct answer represents a complete solution. Choose all that apply.

- A. Evaluating, post implementation, benefits delivered by IT
- B. Creating and sustaining awareness of the strategic role of IT at a top management level
- C. Clarifying the role that IT should play
- D. Aligning IT strategy with the business strategy

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 235

Which of the following would a CIO use to present the overall view of IT performance to the board of directors?

- A. Balanced scorecard
- B. Key risk indicators (KRIS)
- C. Key performance indicators (KPIs)
- D. Maturity model

Answer: (SHOW ANSWER)

NEW QUESTION: 236

A CEO realizes the need to implement IT governance to support the strategic alignment of business and IT goals. Which of the following would BEST enable this initiative?

- A. A RACI chart
- B. An increased IT budget
- C. Well-trained IT staff
- D. Effective culture change

Answer: D ([LEAVE A REPLY](#))

Effective culture change is the process of transforming the values, beliefs, behaviors, and norms of the organization and its stakeholders to support the strategic alignment of business and IT goals. Effective culture change can enable the implementation of IT governance by:

Creating a shared vision and understanding of the purpose, benefits, and expectations of IT governance
Engaging and empowering the stakeholders to participate and collaborate in IT governance activities and decisions
Fostering a culture of trust, transparency, accountability, and

responsibility for IT governance outcomes Encouraging a culture of innovation, learning, and improvement for IT governance processes and practices Aligning the incentives and rewards with the IT governance objectives and performance References:

According to the CGEIT Review Manual 2022, "Culture is a key enabler for effective IT governance.

Culture influences how people behave, communicate, collaborate, and make decisions. Culture also affects how people perceive, value, and use IT. Therefore, culture change is often necessary to implement IT governance successfully."1 According to the ISACA article on Culture Change: A Critical Success Factor for Effective IT Governance2, "Culture change is not an easy task; it requires strong leadership, clear communication, stakeholder involvement, and continuous monitoring and feedback. However, culture change can also bring significant benefits for IT governance, such as improved alignment, engagement, performance, and value creation."

According to the CIO article on How to create a culture of innovation in IT3, "Creating a culture of innovation in IT requires more than hiring talented people and acquiring the latest technologies. It also requires a shift in mindset, behavior, and structure that fosters creativity, collaboration, experimentation, and learning."

NEW QUESTION: 237

Mary is the business analyst for your organization. She asks you what the purpose of the assess capability gaps task is. Which of the following is the best response to give Mary?

- A. It identifies the causal factors that are contributing to an effect the solution will solve.
- B. It identifies the skill gaps in the existing resources.
- C. It identifies new capabilities required by the organization to meet the business need.
- D. It describes the ends that the organization wants to improve.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 238

Of the following, who should be responsible for ensuring the regular review of quality management performance against defined quality metrics?

- A. Executive management
- B. Risk management team
- C. Process owners
- D. Internal auditors

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 239

Which of the following essential elements of IT Portfolio Investment Management enables portfolio managers to include or exclude investments, change start and end dates, adjust budgets and reevaluate priorities?

- A. Portfolio Management
- B. Portfolio Planning Analysis

- C. Integrated Capability
 - D. Portfolio What-If Planning
- Answer: D (LEAVE A REPLY)**

NEW QUESTION: 240

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 (LEAVE A REPLY)

Section: Volume A

NEW QUESTION: 241

For the entire IT organizations to be agile, all members of the IT organizations need to understand the need for agility and be committed to this process. Which of the following working principles or activity loops are involved for the IT organizations to be agile?

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

- A. Loop 2
- B. Loop 4
- C. Loop3
- D. Loop 1

Answer: A,C,D (LEAVE A REPLY)

Section: Volume B

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NEW QUESTION: 242

Which of the following frameworks defines ERM as a process, effected by an entity's board of directors, management, and other personnel, applied in strategy setting and across the enterprise?

- A. COBIT
- B. COSO ERM framework

C. Casualty Actuarial Society framework

D. Val IT

Answer: B (LEAVE A REPLY)

Section: Volume A

NEW QUESTION: 243

Which of the following is MOST important to effectively initiate IT-enabled change?

A. Establish a change management process.

B. Obtain top management support and ownership.

C. Ensure compliance with corporate policy.

D. Benchmark against best practices.

Answer: B (LEAVE A REPLY)

The most important factor to effectively initiate IT-enabled change is to obtain top management support and ownership. This is because top management can provide the vision, direction, resources, and authority for the change, as well as communicate the benefits and urgency of the change to the rest of the organization. Top management support and ownership can also help to overcome resistance, align stakeholders, and ensure accountability and governance for the change. According to a McKinsey survey¹, having active and visible executive sponsorship is the most important practice for successful digital transformations.

Establishing a change management process is also important, but not the most important factor. A change management process can help to plan, execute, monitor, and control the change activities, as well as address the human side of the change. However, without top management support and ownership, a change management process may not be effective or sustainable.

Ensuring compliance with corporate policy is also important, but not the most important factor. Compliance with corporate policy can help to ensure that the change is consistent with the organization's values, standards, and regulations, as well as avoid legal or ethical issues.

However, compliance with corporate policy may not be sufficient or relevant for initiating IT-enabled change, especially if the policy is outdated or incompatible with the change objectives.

Benchmarking against best practices is also important, but not the most important factor.

Benchmarking against best practices can help to identify gaps, opportunities, and solutions for improving the organization's performance and competitiveness through IT-enabled change.

However, benchmarking against best practices may not be applicable or feasible for initiating IT-enabled change, especially if the change is innovative or disruptive.

References := The Magic Bullet Theory in IT-Enabled Transformation, Introduction section. The keys to a successful digital transformation | McKinsey, The anatomy of digital transformations section. Best Practices in Change Management - Prosci, Introduction section.

NEW QUESTION: 244

Which of the following is MOST important to include in the customer dimension of an IT balanced scorecard?

A. Stakeholder satisfaction

- B. Support for corporate customers
- C. Business value creation
- D. Maintenance of IT operations

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 245

Which of the following provides the STRONGEST indication that IT governance is well established within an organizational culture?

- A. Benefits of IT governance are realized throughout the organization.
- B. IT governance defines how IT projects should be assessed.
- C. There is awareness of IT metrics throughout the organization.
- D. IT performance metrics are defined in the balanced scorecard.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 246

An enterprise embarked on an aggressive strategy requiring the implementation of several large IT projects impacting multiple business processes across all departments. Initially employees were supportive of the strategy, but there is growing fatigue and frustration with the ongoing new capabilities which must be learned.

Which of the following would be the BEST action performed by senior management?

- A. Assess current business and IT competencies.
- B. Improve the system development life cycle (SDLC) process.
- C. Incorporate an organizational change management program.
- D. Establish "Reward and Recognition" efforts to boost employee morale.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 247

Of the following, who should approve the criteria for information quality within an enterprise?

- A. Information architect
- B. Information analyst
- C. Information steward
- D. Information owner

Answer: D ([LEAVE A REPLY](#))

Information owners are responsible for defining the quality criteria for information within their domain, based on business requirements and stakeholder expectations. Information owners are also accountable for ensuring that information quality is maintained and improved. References := COBIT 5: Enabling Information, chapter 4, section 4.2.1

NEW QUESTION: 248

In which of the following editions of COBIT was "Management Guidelines" added?

- A. The first edition
- B. The third edition
- C. The second edition
- D. The fourth edition

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 249

Which of the following individuals/team allocates business resources for effective IT governance?

- A. CIO
- B. IT Strategy Committee
- C. Business Executive
- D. CEO

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 250

Senior management wants to promote investment in IT, but is uncertain that associated risks are being properly identified. The BEST way to address this concern is to:

- A. engage an external consultant to develop risk scenarios.
- B. appoint an IT representative to the business risk committee.
- C. assign an IT cost controller to the finance department.
- D. ensure business cases are developed by IT.

Answer: ([SHOW ANSWER](#))

Appointing an IT representative to the business risk committee is the best way to address senior management's concern about IT investment risks, as it would ensure that IT risks are properly identified, assessed, and communicated to the business stakeholders. The IT representative would also be able to align IT risk management with the enterprise's risk appetite and strategy, and provide input and feedback on the IT investment decisions. The other options are not as effective, as they do not involve direct collaboration and communication between IT and business on risk matters. References: : CGEIT Review Manual (Digital Version), Chapter 4: Risk Optimization, Section 4.3: IT Risk Management, Subsection 4.3.1: IT Risk Management Overview, Page 153 : CGEIT Review Manual (Digital Version), Chapter 4: Risk Optimization, Section 4.3: IT Risk Management, Subsection 4.3.2: IT Risk Management Process, Page 156 : CGEIT Review Manual (Digital Version), Chapter 4: Risk Optimization, Section 4.3: IT Risk Management, Subsection 4.3.5: Roles and Responsibilities for IT Risk Management, Page 161

NEW QUESTION: 251

An IT director has become aware that a certain subset of data collected lawfully can be used to generate additional revenue. However, this particular use of the data is outside the original intention. What is the PRIMARY reason this situation should be escalated to the IT steering committee?

- A. Ethical concerns
- B. Potential legal penalties
- C. Data protection
- D. Regulatory requirements

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 252

An enterprise has had the same IT governance framework in place for several years. Currently, large and small capital projects go through the same architectural governance reviews. Despite repeated requests to streamline the review process for small capital projects, business units have received no response from IT. The business units have recently escalated this issue to the newly appointed GO. Which of the following should be done FIRST to begin addressing business needs?

- A. Create a central repository for the business to submit requests.
- B. Explain the importance of the IT governance framework.
- C. Assess the impact of the proposed change.
- D. Assign a project team to implement necessary changes.

Answer: ([SHOW ANSWER](#))

Assessing the impact of the proposed change is the first step to begin addressing business needs, as it helps to understand the current state of the IT governance framework, the gaps and issues that need to be resolved, and the potential benefits and risks of the change. An impact assessment can also provide a basis for prioritizing and planning the change, and for engaging and communicating with the stakeholders¹². References := CGEIT Exam Content Outline, Domain 1, Subtopic A: Governance Framework, Task 4: Ensure that a continual improvement process is in place to maintain and enhance the performance and maturity of IT governance.

NEW QUESTION: 253

Which of the following frameworks defines ERM as a process, effected by an entity's board of directors, management, and other personnel, applied in strategy setting and across the enterprise?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 254

Which of the following is the BEST way for a CIO to provide progress updates on a newly implemented IT strategic plan to the board of directors?

- A. Present an IT summary dashboard.
- B. Present IT critical success factors (CSFs).

C. Report results Of key risk indicators (KRIs).

D. Report results of stage-gate reviews.

Answer: A (LEAVE A REPLY)

An IT summary dashboard is the best way for a CIO to provide progress updates on a newly implemented IT strategic plan to the board of directors, because it can help to communicate the key performance indicators (KPIs), benefits, risks, and issues of the IT strategic plan in a concise, visual, and interactive way. An IT summary dashboard can also help to align the IT strategic plan with the business strategy, value creation, and stakeholder expectations, and demonstrate the value and contribution of IT to the enterprise. Presenting IT critical success factors (CSFs), reporting results of key risk indicators (KRIs), and reporting results of stage-gate reviews are not as effective as presenting an IT summary dashboard, because they are more focused on specific aspects of the IT strategic plan, rather than providing a holistic and comprehensive overview.

References:

IT Governance Dashboard, ISACA

What is an IT Dashboard?, Smartsheet

IT Strategy Dashboard, ClearPoint Strategy

NEW QUESTION: 255

A rail transport company has the worst on-time arrival record in the industry due to an antiquated IT system that controls scheduling. Despite employee resistance, an initiative to upgrade the technology and related processes has been approved. To maximize employee engagement throughout the project, which of the following should be in place prior to the start of the initiative?

A. Procurement management plan

B. Organizational change management plan

C. Risk response plan

D. Resource management plan

Answer: (SHOW ANSWER)

An organizational change management plan is the best option to have in place prior to the start of an initiative to upgrade the technology and related processes of a rail transport company that has the worst on-time arrival record in the industry due to an antiquated IT system that controls scheduling. An organizational change management plan is a document that outlines the strategy, approach, and actions for managing and implementing a change within an organization. It helps to prepare the organization and its stakeholders for the change, communicate the vision and benefits of the change, address the potential resistance and challenges of the change, and monitor and evaluate the progress and outcomes of the change. An organizational change management plan is especially important for a project that involves a significant technological and process change that may impact the culture, performance, and satisfaction of the employees. By having an organizational change management plan in place before the start of the initiative, the rail transport company can maximize employee engagement throughout the project, and ensure a smooth and successful transition to the new IT system and processes.

NEW QUESTION: 256

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. IT project roadmap
- B. IT service management
- C. Enterprise architecture
- D. Enterprise risk framework

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 257

CORRECT TEXT

Fill in the blank with an appropriate phrase.

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

Answer:

Life cycle

NEW QUESTION: 258

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: A,B,C (LEAVE A REPLY)

NEW QUESTION: 259

An enterprise is approaching the escalation date of a major IT risk. The IT steering committee wants to ascertain who is responsible for the risk response. Where should the committee find this information?

- A. Resource management plan

- B. RACI chart
- C. Risk management plan
- D. Risk register

Answer: B (LEAVE A REPLY)

The committee should find the information about who is responsible for the risk response in the RACI chart, as this is a tool that assigns the roles and responsibilities of the stakeholders for each task or activity in a project or process. RACI stands for Responsible, Accountable, Consulted, and Informed, which are the four types of involvement or participation that a stakeholder can have in a task or activity. A RACI chart is a matrix that shows the tasks or activities as rows and the stakeholders as columns, and indicates their roles and responsibilities using the RACI codes. A RACI chart can help clarify and communicate who is doing what, who is making decisions, who is providing input, and who is being updated in a project or process¹.

A resource management plan, a risk management plan, and a risk register are also important documents for managing IT risks, but they do not provide the information about who is responsible for the risk response. A resource management plan is a document that defines how the resources, such as human, financial, physical, or technological resources, will be acquired, allocated, managed, and controlled in a project or process. A resource management plan can help ensure that the resources are available and sufficient for the risk response activities. A risk management plan is a document that defines how the risks will be identified, analyzed, evaluated, treated, monitored, and communicated in a project or process. A risk management plan can help ensure that the risks are managed effectively and efficiently according to the enterprise's objectives and policies. A risk register is a document that records the risks that may affect the achievement of an objective or the performance of an activity, as well as their likelihood, impact, mitigation strategies, and status. A risk register can help identify and prioritize the risks that need to be addressed or monitored.

NEW QUESTION: 260

Which of the following aspects of the transition from X-rays to digital images would be BEST addressed by implementing information security policy and procedures?

- A. Establishing data retention procedures
- B. Training technicians on acceptable use policy
- C. Minimizing the impact of hospital operation disruptions on patient care
- D. Protecting personal health information

Answer: (SHOW ANSWER)

The aspect of the transition from X-rays to digital images that would be best addressed by implementing information security policy and procedures is protecting personal health information. This is because personal health information is a type of sensitive data that contains confidential and private information about patients, such as their medical history, diagnosis, treatment, and identity. Personal health information is subject to various legal and ethical obligations and regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) in the US¹, that require its protection from unauthorized access, disclosure, modification, or destruction.

Information security policy and procedures can help to define the rules, guidelines, and responsibilities for ensuring the confidentiality, integrity, and availability of personal health information in digital form.

Establishing data retention procedures is not the best answer, as it is only one component of information security policy and procedures. Data retention procedures specify how long and where digital images should be stored, archived, or deleted, based on the business, legal, and regulatory requirements. Data retention procedures can help to optimize the storage capacity, performance, and cost of digital images, as well as comply with the applicable laws and regulations. However, data retention procedures do not address the full scope of information security policy and procedures.

Training technicians on acceptable use policy is not the best answer, as it is only one aspect of information security policy and procedures. Acceptable use policy defines what are the permitted and prohibited behaviors and actions for using digital images and related IT resources. Training technicians on acceptable use policy can help to educate them on the security risks and best practices for handling digital images, as well as enforce compliance and accountability. However, training technicians on acceptable use policy does not cover the entire range of information security policy and procedures.

Minimizing the impact of hospital operation disruptions on patient care is not the best answer, as it is a business continuity objective rather than an information security objective. Business continuity refers to the ability of an organization to maintain or resume its critical functions and processes in the event of a disruption or disaster. Minimizing the impact of hospital operation disruptions on patient care can help to ensure the safety, quality, and efficiency of health services delivery. However, minimizing the impact of hospital operation disruptions on patient care is not directly related to information security policy and procedures.

References := HIPAA Privacy Rule | HHS.gov, Introduction section. Information Security Policy: Definition

& Examples - NetApp, What Is an Information Security Policy? section. Data Retention Policy: Definition & Best Practices - NetApp, What Is a Data Retention Policy? section. Acceptable Use Policy: Definition & Best Practices - NetApp, What Is an Acceptable Use Policy? section.

[Business Continuity Management: Definition

& Best Practices - NetApp], What Is Business Continuity Management? section.

NEW QUESTION: 261

An enterprise made a significant change to its business operating model that resulted in a new strategic direction. Which of the following should be reviewed FIRST to ensure IT congruence with the new business strategy?

- A. Enterprise project management framework
- B. IT investment portfolio
- C. IT risk appetite
- D. Information systems architecture

Answer: D (LEAVE A REPLY)

NEW QUESTION: 262

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 263

An enterprise is conducting a SWOT analysis as part of IT strategy development. Which of the following would be MOST helpful to identify opportunities and threats?

- A. Risk appetite
- B. Internal framework assessment
- C. Critical success factors (CSF)
- D. Competitor analysis

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 264

Which of the following should be the PRIMARY consideration when implementing an emerging technology with unclear regulatory and compliance requirements?

- A. Enterprise strategic plan
- B. Enterprise architecture (EA) alignment
- C. Enterprise risk appetite
- D. Business impact analysis (BIA) results

Answer: C ([LEAVE A REPLY](#))

This is because enterprise risk appetite is the amount and type of risk that an organization is willing and able to accept in pursuit of its objectives. It reflects the organization's risk culture, strategy, and values. When implementing an emerging technology with unclear regulatory and compliance requirements, the organization should consider its risk appetite and tolerance, as well as the potential benefits, costs, and impacts of the technology. The organization should also assess the likelihood and severity of the regulatory and compliance risks, and implement appropriate controls and mitigation measures to manage them within acceptable levels.

Some of the sources that support this answer are:

1: This source provides a comprehensive guide on how to navigate the hype and risk of emerging technologies. It suggests that organizations should define their risk appetite and tolerance for adopting emerging technologies, and conduct a balanced risk and benefit assessment before making any decisions.

2: This source discusses the challenges and best practices for mitigating emerging technology risk. It recommends that organizations should align their emerging technology strategy with their

enterprise risk appetite, and establish a governance framework that covers the identification, evaluation, response, and monitoring of emerging technology risks.

3: This source defines enterprise risk appetite and explains its importance for effective risk management.

It also provides some guidance on how to develop, communicate, and monitor enterprise risk appetite statements.

NEW QUESTION: 265

You work as the project manager for Bluewell Inc. You are working on NGQQ Project for your company. You have completed the risk analysis processes for the risk events.

You and the project team have created risk responses for most of the identified project risks. Which of the following risk response planning techniques will you use to shift the impact of a threat to a third party, together with the responses?

- A. Risk acceptance
- B. Risk transference
- C. Risk mitigation
- D. Risk avoidance

Answer: B (LEAVE A REPLY)

NEW QUESTION: 266

The results of an internal audit show that the business and IT acquire resources differently, which causes duplicate purchases. Which of the following is the BEST way to address this issue?

- A. Align IT objectives to the business procurement process.
- B. Involve business in IT procurement decisions.
- C. Establish a centralized procurement approval process.
- D. Define roles and responsibilities through a RAG chart

Answer: C (LEAVE A REPLY)

The best way to address the issue of duplicate purchases caused by different acquisition methods of business and IT is to establish a centralized procurement approval process. A centralized procurement approval process is a process that organizations use to obtain approval for purchases that they intend to make. The process typically involves several steps, such as identifying a need, requesting a quote, obtaining quotes, and obtaining approval from a designated authority. By centralizing the procurement approval process, the organization can avoid duplication, inconsistency, and inefficiency in purchasing decisions. A centralized procurement approval process can also help the organization to achieve the following benefits :

Visibility and control: The organization can have a clear view of all purchase requests and transactions, and can monitor and manage the budgets, requesters, and suppliers.

Better purchasing power: The organization can leverage its volume and history to negotiate better prices and discounts with vendors, and can establish long-term relationships with preferred suppliers.

Standardization: The organization can implement and enforce policies and standards for data quality, security, privacy, and usage, and can create a single source of truth for purchasing information.

Eliminates maverick spending: The organization can identify and prevent individual spending that goes against the purchasing policies or that results in duplicate or unnecessary purchases.

Therefore, establishing a centralized procurement approval process is the best way to address the issue of duplicate purchases caused by different acquisition methods of business and IT.

References: Centralized vs.

Decentralized Purchasing: Key Differences | Pipefy, Centralizing Procurement: What Companies Need to Consider, What is the Procurement Approval Process: Detailed Guide

NEW QUESTION: 267

IT security is concerned with employees' increasing use of personal equipment for work-related purposes, while employees claim it allows them to be more productive. A decision on whether to modify the enterprise information security policy should be based on:

- A. a risk and benefit evaluation.
- B. audit findings.
- C. the impact to security.
- D. user access approval procedures.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 268

Which of the following techniques builds various plausible views of possible futures for a business?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 269

Establishing a uniform definition for likelihood and impact BEST enables an enterprise to:

- A. reduce variance in the assessment of risk.
- B. reduce risk appetite and tolerance levels.
- C. prioritize threat assessment.
- D. develop key risk indicators (KRIs).

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 270

You are a management consultant. WebTech Inc., an e-commerce organization, hires you to analyze its SWOT. Which of the following factors will you not consider for the SWOT analysis?

- A. Product
- B. Promotion
- C. Bandwidth
- D. Pricing

Answer: C (LEAVE A REPLY)

NEW QUESTION: 271

Prior to decommissioning an IT system, it is MOST important to:

- A. assess compliance with environmental regulations.
- B. assess compliance with the retention policy.
- C. review the media disposal records.
- D. review the data sanitation records.

Answer: B (LEAVE A REPLY)

This is because before decommissioning an IT system, it is most important to ensure that the data stored on the system is handled according to the retention policy of the organization. A retention policy is a document that specifies how long and where different types of data should be kept, archived, or deleted, based on the business, legal, and regulatory requirements. Assessing compliance with the retention policy can help to avoid data loss, leakage, or breach, as well as comply with the applicable laws and regulations.

Assessing compliance with environmental regulations is not the most important action, as it is a secondary consideration for decommissioning an IT system. Environmental regulations are rules that govern the disposal or recycling of IT equipment and materials, such as batteries, cables, or monitors, in order to protect the environment and human health. Assessing compliance with environmental regulations can help to reduce the environmental impact and waste of IT resources, as well as avoid fines or penalties. However, assessing compliance with environmental regulations does not address the primary concern of data management and security.

Reviewing the media disposal records is not the most important action, as it is a subsequent step after assessing compliance with the retention policy. Media disposal records are documents that provide evidence and verification of the proper disposal or destruction of IT media, such as hard drives, tapes, or disks, that contain sensitive or confidential data. Reviewing the media disposal records can help to ensure that the data on the IT system is erased or overwritten in a secure and irreversible manner, as well as comply with the audit and accountability requirements. However, reviewing the media disposal records does not provide a comprehensive assessment or guidance for data retention and compliance.

Reviewing the data sanitation records is not the most important action, as it is a similar step to reviewing the media disposal records. Data sanitation records are documents that provide evidence and verification of the proper sanitation or cleansing of data on an IT system, such as deleting, encrypting, or masking data that is no longer needed or relevant. Reviewing the data sanitation records can help to ensure that the data on the IT system is protected from unauthorized access, disclosure, modification, or destruction, as well as comply with the privacy

and confidentiality requirements. However, reviewing the data sanitation records does not provide a thorough assessment or guidance for data retention and compliance.

References := Best Practices in Designing a Data Decommissioning Policy, Introduction section. Server Decommissioning: a Brief Guide and Checklist, Notify all relevant parties about server decommissioning section. Deconstructing Decommissioning: Best Practices for Managing the Final Mile of Critical Assets, Here are seven best practices that when implemented can go a long way to ensure a successful decommissioning section. How to decommission a system: 3 keys to success - Enable Sysadmin, How to decommission a system: 3 keys to success section.

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NEW QUESTION: 272

Which of the following is the BEST indication that an implementation plan for a new governance initiative will be successful?

- A. Staff have been trained on the new initiative.
- B. External consultants created the plan.
- C. The plan assigns responsibility for completing milestones.
- D. The plan is designed to engage employees across the enterprise.

Answer: D (LEAVE A REPLY)

This is because employee engagement is a key factor for the success of any change initiative, especially one that involves governance. Employee engagement refers to the degree of commitment, involvement, and ownership that employees have toward the organization and its goals¹. By designing the implementation plan to engage employees across the enterprise, the organization can:

Communicate the vision, purpose, and benefits of the new governance initiative to employees²
Solicit feedback and suggestions from employees on how to implement the new governance initiative effectively²
Address any concerns or resistance that employees may have toward the new governance initiative²
Empower and motivate employees to participate in and support the new governance initiative²
Foster a culture of collaboration, learning, and innovation among employees²
Designing the implementation plan to engage employees across the enterprise can help to ensure that the new governance initiative is understood, accepted, and adopted by all stakeholders, and that it delivers the desired outcomes and value.

The other options, staff have been trained on the new initiative, external consultants created the plan, and the plan assigns responsibility for completing milestones are not as indicative as the

plan is designed to engage employees across the enterprise for the success of the implementation plan for a new governance initiative.

They are more related to the execution and management of the implementation plan, rather than its design and alignment. They may also not be sufficient or effective for ensuring the success of the implementation plan, as they may not address the human and behavioral aspects of change, such as awareness, understanding, involvement, commitment, and ownership³. := Employee Engagement: What Is It? | SHRM, How To Engage Employees In Organizational Change | Forbes, Change Management Best Practices: A Comprehensive Guide | Smartsheet

NEW QUESTION: 273

A software company's products have had significant quality issues in recent releases. As a result, market reputation and customer satisfaction ratings have been suffering. What should executive leadership do FIRST to address this concern?

- A. Allocate budget to hire more software and quality assurance specialists
- B. Mandate more robust software testing prior to release.
- C. Require a root cause analysis and review results.
- D. Implement a software development life cycle (SDLC) framework.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 274

Which of the following domains of COBIT covers areas such as the execution of the applications within the IT system and its results as well as the support processes that enable the effective and efficient execution of these IT systems?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 275

You are the HR Professional for your organization and you're working with the management to define the role of contractors versus employees in your organization.

According to the Internal Revenue Service, there are three categories of control that help determine whether a person is a contractor or an employee. Which one of the following is not one of the three levels of control as defined by the IRS for employee versus contractor?

- A. Locale of work performed
- B. Financial control
- C. Type of relationship
- D. Behavioral control

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 276

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

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 277

Which of the following would be the BEST way to facilitate the successful adoption of a new technology across the enterprise?

- A. Ensure the use of a business case
- B. Review business goals.
- C. Establish an IT balanced scorecard.
- D. Highlight the risk the new technology will address.

Answer: A (LEAVE A REPLY)

The best way to facilitate the successful adoption of a new technology across the enterprise is to ensure the use of a business case, because this would help to justify the need, benefits, and value of the new technology, and to gain the support and commitment of the stakeholders. A business case should include the objectives, scope, requirements, costs, risks, and expected outcomes of the new technology, and how it aligns with the enterprise's vision, mission, goals, and strategy¹². A business case should also provide a clear roadmap and plan for implementing and managing the new technology, and for measuring and evaluating its performance and impact¹².

NEW QUESTION: 278

Which of the following components of the COSO ERM identifies the required information, captures it, and communicates it in a form and time frame that enable people to carry out their responsibilities?

- A. Objectives setting
- B. Internal environment
- C. Monitoring
- D. Information and communication

Answer: D (LEAVE A REPLY)

NEW QUESTION: 279

Which of the following factors influence the operating environment of an enterprise? Each correct answer represents a complete solution. Choose all that apply.

- A. Stakeholders values
- B. Mission, vision and values of an enterprise
- C. Outcome measures
- D. Industry practices

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 280

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 281

When an enterprise is evaluating potential IT service vendors, which of the following BEST enables a clear understanding of the vendor's capabilities that will be critical to the enterprise's strategy?

Due diligence process

- A. Independent audit results
- B. Historical service level agreements (SLAs)
- C. Benchmarking analysis results

Answer: A ([LEAVE A REPLY](#))

A due diligence process is the best way to enable a clear understanding of the vendor's capabilities that will be critical to the enterprise's strategy. A due diligence process is a systematic and comprehensive investigation and evaluation of the vendor's background, reputation, performance, quality, reliability, security, compliance, and suitability for the enterprise's needs and expectations. A due diligence process can help the enterprise:

Verify the vendor's claims and credentials, and validate the vendor's references and testimonials
Assess the vendor's financial stability, legal status, and ethical standards
Identify the vendor's strengths, weaknesses, opportunities, and threats
Compare the vendor's offerings, capabilities, and prices with other vendors and market benchmarks
Determine the risks and benefits of engaging with the vendor, and the mitigation and contingency plans
Negotiate the terms and conditions of the contract, service level agreement (SLA), and key performance indicators (KPIs)

References:

According to the CGEIT Review Manual 2022, "Due diligence is a comprehensive appraisal of a business undertaken by a prospective buyer or partner to establish its assets and liabilities and evaluate its commercial potential."¹ According to the ISACA article on Third-Party Vendor Selection: If Done Right, It's a Win-Win²,

"Once you have identified which processes can be outsourced as well as their inherent risks, you can begin performing due diligence on potential vendors. The level of due diligence should be tailored to the significance of the relationship as well as the potential risks it poses." According to the Gartner article on How to Evaluate Technology Vendors in 4 Rigorous Steps¹, "Evaluating vendors requires detailed objectives, criteria, prioritization and monitoring. Here's help.

When it comes to choosing a vendor, enterprise tech buyer teams can easily become bogged down in the details and documentation provided by sales teams."

NEW QUESTION: 282

Which of the following quadrant analysis identifies the key issues of anticipation of business needs, service levels over cost, and business enablement and facilitation (removal of obstacles)?

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 283

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 284

Which of the following would BEST help to improve an enterprise's ability to manage large IT investment projects?

- A. Implementing a review and approval process for each phase
- B. Creating a change management board
- C. Reviewing and evaluating existing business cases
- D. Publishing the IT approval process online for wider scrutiny

Answer: A (LEAVE A REPLY)

NEW QUESTION: 285

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 Configuration Manager
- C. The IT Service Continuity Manager
- D. The Supplier Manager

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 286

An enterprise is planning a change in business direction. As a result, IT risk will significantly increase. Which of the following should be the GO'S FIRST course of action?

- A. Report the risk to executive management
- B. Implement IT changes to align with the plan.
- C. Recommend delaying the business change.
- D. Plan for the corresponding IT reorganization.

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 287

Which of the following sub-processes of Capacity Management is concerned with the management of the individual components of the IT Infrastructure?

- A. Resource Capacity Management
- B. Business Capacity Management
- C. Service Capacity Management
- D. Capacity Management Reporting

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 288

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 ([LEAVE A REPLY](#))

Section: Volume A

NEW QUESTION: 289

Which of the following processes is responsible for controlling, recording and reporting on versions, attributes, and relationships relating to components of the Information Technology (IT) infrastructure?

- A. ICT Operations Management
- B. Service Catalogue Management
- C. Service Level Management
- D. Service Asset and Configuration Management

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 290

Which of the following would be MOST useful for prioritizing IT improvement initiatives to achieve desired business outcomes?

- A. Budget variance analysis
- B. Enterprise architecture (EA)
- C. IT skills matrix
- D. Portfolio management

Answer: D ([LEAVE A REPLY](#))

Portfolio management is the most useful technique for prioritizing IT improvement initiatives to achieve desired business outcomes. Portfolio management is the process of selecting, prioritizing, balancing, and monitoring the IT investments and initiatives that support the enterprise's strategic objectives and deliver value to the stakeholders¹. Portfolio management helps to align IT with business goals, optimize resource allocation, manage risks and dependencies, and measure performance and benefits¹. By applying portfolio management, an enterprise can ensure that the IT improvement initiatives are consistent with its vision, mission, values, and priorities, and that they contribute to the desired business outcomes¹. References: CGEIT Review Manual (Digital Version) or CGEIT Review Manual (Print Version), Chapter 3: Benefits Realization, Section 3.1: IT Portfolio Management, Page 83-84. What is IT portfolio management? A framework for aligning technology and business.

NEW QUESTION: 291

An enterprise has launched a critical new IT initiative that is expected to produce substantial value. Which of the following would BEST facilitate the reporting of benefits realized by the IT investment to the board?

- A. Balanced scorecard
- B. Milestone chart
- C. Performance management
- D. Critical risk and issue walk through

Answer: A (LEAVE A REPLY)

A balanced scorecard is a tool that helps to measure and communicate the value of IT initiatives to the board of directors. It aligns IT objectives with business goals, tracks performance indicators, and shows the contribution of IT to the enterprise value. A balanced scorecard can also help to identify gaps and areas for improvement in IT governance. References := CGEIT Review Manual, 7th Edition, Chapter 3: Benefits Realization, Section 3.3: Value Delivery Frameworks and Mechanisms, pp. 103-105.

NEW QUESTION: 292

To generate value for the enterprise, it is MOST important that IT investments are:

- A. aligned with the IT strategic objectives.
- B. approved by the CFO.
- C. consistent with the enterprise's business objectives.
- D. included in the balanced scorecard.

Answer: (SHOW ANSWER)

To generate value for the enterprise, it is most important that IT investments are consistent with the enterprise's business objectives. This means that IT investments should support and enable the achievement of the enterprise's vision, mission, goals, and strategies. IT investments should also align with the enterprise's values, culture, risk appetite, and stakeholder expectations. By ensuring that IT investments are consistent with the enterprise's business objectives, the enterprise can maximize the benefits and value that IT can deliver, and avoid wasting resources on IT projects or initiatives that are not relevant, necessary, or effective. According to one source¹, "Driving value creation with technology investments requires a clear understanding of how technology can enable business strategy and create value for the organization." The other options are not the most important factor for generating value for the enterprise, but rather some of the steps or outcomes that can support or result from IT investments. Aligning IT investments with the IT strategic objectives is important, but not sufficient, as the IT strategic objectives should also be aligned with the enterprise's business objectives. Approving IT investments by the CFO is a part of the financial governance process, but it does not guarantee that the IT investments are consistent with the enterprise's business objectives. Including IT investments in the balanced scorecard is a way of measuring and reporting on the performance and value of IT investments, but it does not ensure that the IT investments are consistent with the enterprise's business objectives. References := Driving value creation with technology investments

NEW QUESTION: 293

An enterprise has finalized a major acquisition and a new business strategy in line with stakeholder needs has been introduced To help ensure continuous alignment of IT with the new business strategy the CiO should FIRST

- A. assess the IT cultural aspects of the acquired entity
- B. review the existing IT strategy against the new business strategy
- C. establish a new IT strategy committee for the new enterprise

D. revise the existing IT strategy to align with the new business strategy

Answer: B (LEAVE A REPLY)

NEW QUESTION: 294

You are the project manager for your organization. You are preparing for the quantitative risk analysis. Mark, a project team member, wants to know why you need to do quantitative risk analysis when you just completed qualitative risk analysis. Which one of the following statements best defines what quantitative risk analysis is?

A. Quantitative risk analysis is the process of prioritizing risks for further analysis or action by assessing and combining their probability of occurrence and impact.

B. Quantitative risk analysis is the planning and quantification of risk responses based on probability and impact of each risk event.

C. Quantitative risk analysis is the review of the risk events with the high probability and the highest impact on the project objectives.

D. Quantitative risk analysis is the process of numerically analyzing the effect of identified risks on overall project objectives.

Answer: D (LEAVE A REPLY)

Section: Volume A

NEW QUESTION: 295

What is the BEST criterion for prioritizing IT risk remediation when resource requirements are equal?

A. Deviation from IT standards

B. IT strategy alignment

C. IT audit recommendations

D. Impact on business

Answer: (SHOW ANSWER)

The best criterion for prioritizing IT risk remediation when resource requirements are equal is the impact on business, as it reflects the potential consequences of the IT risk on the enterprise's objectives, operations, reputation, and stakeholders. The impact on business can be measured by factors such as financial loss, operational disruption, customer dissatisfaction, regulatory violation, or reputational damage. The higher the impact on business, the higher the priority for IT risk remediation.

Deviation from IT standards, IT strategy alignment, and IT audit recommendations are also important criteria for prioritizing IT risk remediation, but they are not the best criterion. Deviation from IT standards is the degree to which an IT process, system, or service does not comply with the established policies, procedures, or best practices. Deviation from IT standards can indicate a weakness or gap in IT governance or management, but it does not necessarily reflect the severity or urgency of the IT risk. IT strategy alignment is the degree to which an IT process, system, or service supports and enables the enterprise's strategy and goals. IT strategy alignment can indicate the value or importance of an IT process, system, or service, but it does not directly

measure the impact of the IT risk on the business. IT audit recommendations are the suggestions or actions proposed by an IT auditor to address the findings or issues identified during an IT audit. IT audit recommendations can provide guidance and direction for IT risk remediation, but they are not a definitive or objective criterion for prioritization.

References := IT Risk Management Guide for 2022 | CIO Insight; What is IT Governance, Risk, and Compliance (GRC)?; Holistic IT Governance, Risk Management, Security and Privacy: Needed for Effective Implementation and Continuous Improvement - ISACA; Cyberrisk Governance: A Practical Guide for Implementation - ISACA.

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NEW QUESTION: 296

An enterprise is trying to increase the maturity of its IT process from being ad hoc to being repeatable. Which of the following is the PRIMARY benefit of this change?

- A. Process optimization is embedded across the organization.
- B. Required outcomes are mapped to business objectives.
- C. Process performance is measured in business terms.
- D. Required outcomes are more frequently achieved.

Answer: D (LEAVE A REPLY)

Increasing the maturity of IT process from being ad hoc to being repeatable means that the process is documented and followed consistently, resulting in more predictable and reliable outcomes. According to the capability maturity model for the IT governance process, a repeatable level indicates that "required outcomes are more frequently achieved" 1. References: CGEIT Domain 1: Framework for the Governance of Enterprise IT

NEW QUESTION: 297

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 298

An IT risk committee is trying to mitigate the risk associated with a newly implemented bring your own device (BYOD) policy and supporting mobile device management (MDM) tools. Which of the following would be the BEST way to ensure employees understand how to protect sensitive corporate data on their mobile devices?

- A. Distribute the BYOD policy on the company Intranet.

- B. Require staff to review and sign nondisclosure agreements (NDAs)
- C. Develop security procedures for mobile devices.
- D. Require staff to complete security awareness training

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 299

The CIO of a financial and insurance company is considering the projects and portfolio for the coming year Which of the following projects is a non-discretionary project?

- A. Data center relocation
- B. Compliance with statutory regulations
- C. Actuarial application system analysis and design
- D. Core banking applications scalability assessment

Answer: ([SHOW ANSWER](#))

According to the web search results, projects where management has a choice in implementing them are called discretionary projects. Projects where no choice exists are called nondiscretionary projects¹. Compliance with statutory regulations is a nondiscretionary project, as it is required by law and cannot be avoided or postponed.

The other options are discretionary projects, as they are based on the management's decision and preference, and can be prioritized or delayed according to the business needs and goals.

References: CGEIT Certification, CIO Dashboard, Answers

NEW QUESTION: 300

Which of the following essential elements of IT Portfolio Investment Management enables portfolio managers to include or exclude investments, change start and end dates, adjust budgets and reevaluate priorities?

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

Answer: C ([LEAVE A REPLY](#))

Section: Volume A

NEW QUESTION: 301

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

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

Answer: A,B,C,D ([LEAVE A REPLY](#))

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NEW QUESTION: 302

A newly established IT steering committee is concerned whether or not a system is meeting availability objectives. Which of the following will provide the BEST information to make an assessment?

- A. Balanced scorecard
- B. Performance indicators
- C. Capability maturity levels
- D. Critical success factors

Answer: C (LEAVE A REPLY)

NEW QUESTION: 303

An enterprise is planning to outsource data processing for personally identifiable information (PII). When is the MOST appropriate time to define the requirements for security and privacy of information?

- A. When developing service level agreements (SLAs)
- B. When issuing requests for proposals (RFPs)
- C. After an assessment of the current information architecture .
- D. During the initial vendor selection process

Answer: B (LEAVE A REPLY)

NEW QUESTION: 304

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 305

A project sponsor has circumvented the request for proposal (RFP) selection process. Which of the following is the MOST likely reason for this control gap?

- A. Inadequate board oversight
- B. Inadequate stage-gate reviews
- C. Lack of a legal and regulatory review process
- D. Lack of accountability for policy adherence

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 306

What is the major goal of risk management in the decision-making process?

- A. To manage the clients
- B. To manage the time
- C. To manage the resources
- D. To manage the uncertainty

Answer: D ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 307

An enterprise-wide strategic plan has been approved by the board of directors. Which of the following would BEST support the planning of IT investments required for the enterprise?

- A. Service-oriented architecture
- B. Enterprise architecture (EA)
- C. Contingency planning
- D. Enterprise balanced scorecard

Answer: B ([LEAVE A REPLY](#))

Enterprise architecture (EA) is the best option to support the planning of IT investments required for the enterprise, because EA is a practice and a discipline that describes and documents the current and future state of the enterprise's business processes, applications, data, infrastructure, and security, and how they align with the enterprise's vision, mission, goals, and objectives. EA can help the enterprise to plan IT investments by providing a holistic view of the enterprise's IT architecture, identifying the gaps, needs, and opportunities for improvement, innovation, or transformation, and prioritizing and selecting the IT projects, programs, and portfolios that deliver the most value to the stakeholders and customers. According to ISACA's CGEIT Domain 2: IT Resources¹, "EA is a key enabler for IT investment planning and decision making. EA helps to ensure that IT investments are aligned with business strategy and support business outcomes." Furthermore, according to ISACA's article on EA², "EA can help to optimize IT spending by reducing complexity, duplication, and waste, and by increasing efficiency, agility, and interoperability." Therefore, EA is the best way to support the planning of IT investments required for the enterprise.

NEW QUESTION: 308

An enterprise is developing several consumer-based services using emerging technologies involving sensitive personal data. The CIO is under pressure to ensure the enterprise is first to market, but security scan results have not been adequately addressed. Reviewing which of the following will enable the CIO to make the BEST decision for the customers?

- A. Acceptable use policy
- B. Risk register
- C. Ethics standards
- D. Change management policy

Answer: B (LEAVE A REPLY)

A risk register is a tool that records and tracks the risks associated with a project or an activity, such as developing consumer-based services using emerging technologies involving sensitive personal data. A risk register typically includes information such as the risk description, category, impact, probability, status, response strategy, and owner. Reviewing the risk register will enable the CIO to make the best decision for the customers, as it will help them to identify, assess, and prioritize the risks that may affect the security, privacy, and quality of the services, and to determine the appropriate actions to mitigate or avoid them. The other options are not as relevant, as they do not provide specific information about the risks involved in the project or activity. References: : CGEIT Review Manual (Digital Version), Chapter 4: Risk Optimization, Section 4.3:

IT Risk Management, Subsection 4.3.2: IT Risk Management Process, Page 156 : CGEIT Review Manual (Digital Version), Chapter 4: Risk Optimization, Section 4.3: IT Risk Management, Subsection 4.3.3: IT Risk Management Techniques and Tools, Page 158 : Capability Maturity Model and Risk Register Integration1

NEW QUESTION: 309

A CEO wants to establish a governance framework to facilitate the alignment of IT and business strategies.

Which of the following should be a KEY requirement of this framework?

- A. A defined enterprise architecture (EA)
- B. Defined resourcing levels
- C. An outsourcing strategy

Answer: (SHOW ANSWER)

NEW QUESTION: 310

Which of the following elements of planning gap measures the gap between the total potential for the market and the actual current usage by all the consumers in the market?

- A. Product gap
- B. Competitive gap
- C. Project gap
- D. Usage gap

Answer: (SHOW ANSWER)

NEW QUESTION: 311

You are the project manager of the NGQQ Project for your company. To help you communicate project status to your stakeholders, you are going to create a stakeholder register. All of the following information should be included in the stakeholder register except for which one?

- A. Stakeholder management strategy
- B. Assessment information of the stakeholders' major requirements, expectations, and potential influence
- C. Stakeholder classification of their role in the project
- D. Identification information for each stakeholder

Answer: A (LEAVE A REPLY)

Section: Volume B

NEW QUESTION: 312

Beth is an HR Professional for her organization and she's been alerted by management that the company will be outsourcing a large portion of operations. This outsourcing will likely cause several employees to lose employment with the organization. Which of the following is the best course of action that Beth can take in regard to communicating with the employees about the outsourcing change?

- A. Document all
- B. Refer all
- C. Don't share the details of the outsourcing decision.
- D. Be honest and truthful and do not hide the facts.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 313

Enterprise IT has overseen the implementation of an array of data services with overlapping functionality leading to business inefficiencies. Which of the following is the MOST likely cause of this situation?

- A. An outdated service level agreement (SLA)
- B. insufficient information architecture
- C. An incomplete cost-benefit analysis
- D. Ineffective project management

Answer: B (LEAVE A REPLY)

NEW QUESTION: 314

Which of the following should be the CIO's GREATEST consideration when making changes to the IT strategy?

- A. Has the impact to the enterprise architecture (EA) been assessed?
- B. Has the investment portfolio been revised?
- C. Have key stakeholders been consulted?

D. Have IT risk metrics been adjusted?

Answer: C (LEAVE A REPLY)

The CIO's greatest consideration when making changes to the IT strategy should be whether key stakeholders have been consulted, because they are the ones who are affected by and involved in the IT strategy. Key stakeholders include the business functions, customers, suppliers, partners, regulators, and employees who depend on or contribute to the IT value delivery¹. Consulting key stakeholders helps to ensure that the IT strategy is aligned with the business strategy and objectives, and that it meets the needs and expectations of the stakeholders². Consulting key stakeholders also helps to solicit feedback and suggestions for improvement, and to gain buy-in and support for the IT strategy³. Consulting key stakeholders also helps to identify and manage any risks, issues, or opportunities that may arise from the IT strategy changes⁴.
References := IT Strategy: What is it?, How to create an effective IT strategy in 2022, IT Strategy Stakeholder Engagement, IT Strategy: A 3-step Plan.

NEW QUESTION: 315

The BEST way to ensure an IT steering committee meets enterprise objectives is to:

- A. require a member of the committee to have IT governance expertise.
- B. benchmark against industry best practices.
- C. have key business stakeholders represented on the committee.
- D. establish key performance indicators (KPIs).

Answer: (SHOW ANSWER)

NEW QUESTION: 316

An enterprise made a significant change to its business operating model that resulted in a new strategic direction. Which of the following should be reviewed FIRST to ensure IT congruence with the new business strategy?

- A. IT risk appetite
- B. Enterprise project management framework
- C. Information systems architecture
- D. IT investment portfolio

Answer: (SHOW ANSWER)

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NEW QUESTION: 317

Facing financial struggles, a CEO mandated severe budget cuts. A decision was also made to immediately change the enterprise strategic focus to put more reliance on mobile, cloud, and wireless services in an effort to boost revenue. The IT steering committee has asked the CIO to suggest adjustments to the current IT project portfolio to allow support for the new direction despite fewer funds. What should the CIO advise the committee to do FIRST?

- A. Ask business stakeholders to discuss their vision for the new strategy.
- B. Cancel projects with a net present value (NPV) below a defined threshold.
- C. Conduct a risk assessment against the potential new services.
- D. Start re-allocating budget to projects involving mobile or cloud.

Answer: (SHOW ANSWER)

As this is the first step to understand the scope, objectives, and expectations of the new direction, as well as to align the IT project portfolio with the business needs and priorities. Asking business stakeholders to discuss their vision can also help identify and address any gaps or issues in the current IT project portfolio, as well as to communicate and collaborate effectively with the business units.

Canceling projects with a net present value (NPV) below a defined threshold, conducting a risk assessment against the potential new services, and starting re-allocating budget to projects involving mobile or cloud are possible actions to take after asking business stakeholders to discuss their vision, but they are not the first step.

Canceling projects with a low NPV may help free up some funds for the new direction, but it may also affect the existing or planned benefits or outcomes of those projects. Conducting a risk assessment can help evaluate the feasibility and impact of the new services, as well as identify and mitigate any threats or uncertainties.

Starting re-allocating budget can help support and enable the new services, but it may also disrupt or compromise the current or ongoing projects. These actions should be based on a clear and shared understanding of the new strategy and its implications for the IT project portfolio.

NEW QUESTION: 318

Which of the following provides the BEST assurance on the effectiveness of IT service management processes?

- A. Compliance with internal controls
- B. Performance of incident response
- C. Continuous monitoring
- D. Key risk indicators (KRIs)

Answer: C (LEAVE A REPLY)

NEW QUESTION: 319

Which of the following is the BEST outcome measure to determine the effectiveness of IT risk management processes?

- A. Frequency of updates to the IT risk register

- B. Number of events impacting business processes due to delays in responding to risks
- C. Percentage of business users satisfied with the quality of risk training
- D. Time lag between when IT risk is identified and the enterprise's response

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 320

The BEST way for a CIO to monitor the alignment between the business and IT strategy is to regularly review

- A. key risk indicators (KRIs)
- B. IT services supporting business processes
- C. the balanced scorecard
- D. the risk register

Answer: ([SHOW ANSWER](#))

The best way for a CIO to monitor the alignment between the business and IT strategy is to regularly review the balanced scorecard. The balanced scorecard is a strategic management tool that helps to measure and communicate the performance of an organization in relation to its vision, mission, goals, and objectives. The balanced scorecard uses four perspectives: financial, customer, internal process, and learning and growth, to evaluate how well the organization is achieving its desired outcomes and creating value for its stakeholders¹. The balanced scorecard can also help to align the IT strategy with the business strategy by linking the IT objectives, initiatives, and measures with the business objectives, initiatives, and measures across the four perspectives². By reviewing the balanced scorecard regularly, the CIO can monitor the progress and results of the IT strategy, identify the gaps and issues that need to be addressed, and ensure that the IT strategy is supporting and enabling the business strategy. According to COBIT 5, one of the seven enablers of IT governance is performance management, which includes using the balanced scorecard to align IT-related goals and metrics with enterprise goals and metrics³. The balanced scorecard is also part of the IT governance domain 5: Performance Measurement⁴. The other options are not the best ways for a CIO to monitor the alignment between the business and IT strategy. Key risk indicators (KRIs) are metrics that indicate the level of risk exposure or potential impact of a risk event on an organization. KRIs can help to monitor and manage IT risks, but they do not necessarily reflect the alignment of IT strategy with business strategy. IT services supporting business processes are the activities and functions that IT provides to enable and facilitate the execution of business processes.

Reviewing IT services can help to evaluate the quality and efficiency of IT delivery, but they do not capture the strategic alignment of IT with business. The risk register is a document that records and tracks the identified risks, their causes, impacts, probabilities, responses, owners, and statuses. The risk register can help to document and communicate IT risks, but it does not measure or report the alignment of IT strategy with business strategy. References := 1: Balanced Scorecard Basics - Balanced Scorecard Institute¹²: Aligning Business Strategy with Information Technology Strategy - ISACA²³: COBIT 5: A Business Framework for the Governance and Management of Enterprise IT, ISACA, page 314: CGEIT Review Manual 2023, ISACA, page

197. : Key Risk Indicators - ISACA3 : What are IT Services? Definition & Examples - BMC Software4 :
Risk Register - ISACA

NEW QUESTION: 321

A CIO has recently been made aware of a new regulatory requirement that may affect IT-enabled business activities. Which of the following should be the CIO's FIRST step in deciding the appropriate response to the new requirement?

- A. Revise initiatives that are active to reflect the new requirements.
- B. Confirm there are adequate resources to mitigate compliance requirements.
- C. Consult with legal and risk experts to understand the requirements.
- D. Consult with the board for guidance on the new requirements

Answer: C (LEAVE A REPLY)

The CIO's first step in deciding the appropriate response to the new regulatory requirement should be to consult with legal and risk experts to understand the requirements. This step is important because the legal and risk experts can provide the CIO with the relevant and accurate information about the new regulation, such as its scope, objectives, implications, and deadlines. The legal and risk experts can also advise the CIO on the potential risks and impacts of non-compliance, as well as the best practices and strategies for compliance .

The other options are not the first step in deciding the appropriate response to the new regulatory requirement, but rather subsequent steps that depend on the outcome of the consultation with the legal and risk experts.

Revising initiatives that are active to reflect the new requirements is a step that occurs after the CIO has understood the requirements and assessed their impact on the current IT-enabled business activities.

Confirming there are adequate resources to mitigate compliance requirements is a step that occurs after the CIO has identified and prioritized the actions and tasks needed to achieve compliance. Consulting with the board for guidance on the new requirements is a step that occurs after the CIO has developed and proposed a feasible and effective compliance plan.

References: : How to Respond to Regulatory Changes - Smartsheet : Regulatory Change Management: A Guide for Compliance Teams | LogicGate

NEW QUESTION: 322

Which of the following is the MOST effective way to manage risks within the enterprise?

- A. Provide financial resources for risk management systems.
- B. Document procedures and reporting processes.
- C. Assign individuals responsibilities and accountabilities for management of risks.
- D. Make staff aware of the risks in their area and risk management techniques.

Answer: (SHOW ANSWER)

NEW QUESTION: 323

A multinational enterprise is planning to migrate to cloud-based systems. Which of the following should be of MOST concern to the risk management committee?

- A. Cost considerations
- B. Regulatory compliance
- C. Resource alignment
- D. Security breaches

Answer: B (LEAVE A REPLY)

NEW QUESTION: 324

In a large enterprise, which of The following is the MOST effective way to understand the business activities associated with the enterprise's information architecture?

- A. Reviewing IT design with business process managers
- B. Aligning business objectives to organizational strategy
- C. Reviewing business strategy with senior management
- D. Mapping business processes within a framework

Answer: A (LEAVE A REPLY)

NEW QUESTION: 325

When identifying improvements focused on the information asset life cycle, which of the following is CRITICAL for enabling data interoperability?

- A. Standardization
- B. Replication
- C. Segregation
- D. Sanitization

Answer: A (LEAVE A REPLY)

Standardization is the process of establishing and applying common rules, formats, definitions, and methods for data collection, storage, processing, and exchange. Standardization is critical for enabling data interoperability, which is the ability of data to be shared and used across different systems, platforms, applications, and organizations. Standardization can help improve data interoperability by:

- Enhancing the quality, consistency, and accuracy of data
- Reducing the complexity and ambiguity of data
- Increasing the compatibility and comparability of data
- Facilitating the integration and analysis of data
- Promoting the reuse and sharing of data

References:

According to the CGEIT Review Manual 2022, "Standardization is the process of developing and implementing technical standards. The goals of standardization can be to help with independence of single suppliers (commoditization), compatibility, interoperability, safety, repeatability or quality."¹ According to the UN Statistics Wiki on Data Interoperability Guide², "Standardization is a key enabler for interoperability. It allows for a common understanding of data elements across

different systems and domains." According to the ISO/IEC 38500:2015 standard on Information technology - Governance of IT for the organization³, "Standardization can improve interoperability between systems within an organization or between organizations."

NEW QUESTION: 326

An IT steering committee is concerned that enterprise technologies have grown stagnant and are outdated.

Which of the following is the BEST strategy to invest in modern technology?

- A. Update the IT human resource management plan to require training and development for emerging technologies.
- B. Redefine the target architecture to define new technologies that can be incorporated into the infrastructure.
- C. Decrease spending on steady state and increase spending on modernization and enhancements.
- D. Create a new investment category for innovation that becomes a new way for tracking investment decisions/

Answer: B (LEAVE A REPLY)

NEW QUESTION: 327

Following a strategic planning session, new IT objectives were announced. Which of the following is the MOST effective way for the CIO to ensure these objectives are cascaded to IT personnel?

- A. Communicate the new IT objectives during a staff meeting.
- B. Update the IT balanced scorecard to align with the new IT objectives.
- C. Establish IT management's performance measures based on the IT objectives.
- D. Define individual performance measures related to the IT objectives.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 328

The IT program manager does not see the value of conducting risk assessments for a new major IT project.

The manager is reluctant to cooperate with internal auditors and the newly formed steering committee.

Midway through the project, program requirements were changed because the CEO is a friend of a vendor and wants to implement this vendor's new technology. This decision will cause the current IT program budget to be insufficient and will be shown as overspending.

After the requirement change request, the IT program manager should FIRST:

- A. obtain confirmation from the business and a decision by the steering committee.
- B. request additional funding from the business owner to cover the additional scope.
- C. report the matter to internal audit as a program deviation to be reviewed.
- D. align IT with the business and agree to the business request.

Answer: (SHOW ANSWER)

The IT program manager should first obtain confirmation from the business and a decision by the steering committee before proceeding with the requirement change request. This is because the requirement change request is a major scope change that will affect the program budget, schedule, quality, and risk. The IT program manager needs to ensure that the business owner and the steering committee are aware of the implications and benefits of the change, and that they approve it formally. The IT program manager also needs to follow the established change management process and document the change request and its approval.

Requesting additional funding from the business owner to cover the additional scope is not the first step, as it assumes that the change request is already approved and justified. The IT program manager should first seek confirmation and approval from the business owner and the steering committee before asking for more resources.

Reporting the matter to internal audit as a program deviation to be reviewed is not the first step, as it implies that the change request is a violation or a problem. The IT program manager should first communicate with the business owner and the steering committee to understand their rationale and expectations for the change request, and to present the impact analysis and alternatives.

Aligning IT with the business and agreeing to the business request is not the first step, as it disregards the role and authority of the steering committee. The IT program manager should not accept or reject the change request without consulting with the steering committee, which is responsible for overseeing and governing the program.

References := Program Management Best Practices | Smartsheet, Best Practices for Running an Ongoing Program section. Program Management: 8 Tips & Tricks for Success (Update 2023), Tip 2: Defining the control processes section. Program Management Best Practices - Project Management Institute, Comprehend the differences between programs and projects section.

NEW QUESTION: 329

Which of the following is NOT a sub-process of Service Portfolio Management?

- A. Strategic Service Assessment
- B. Service Strategy Definition
- C. Strategic Planning
- D. Service Portfolio Update
- E. Business Planning Data

Answer: E (LEAVE A REPLY)

NEW QUESTION: 330

Which of the following processes is responsible for controlling, recording and reporting on versions, attributes, and relationships relating to components of the Information Technology (IT) infrastructure?

- A. Service Catalogue Management
- B. Service Level Management
- C. ICT Operations Management

D. Service Asset and Configuration Management

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 331

A data governance strategy has been defined by the IT strategy committee which includes privacy objectives related to access controls, authorized use, and data collection. Which of the following should the committee do NEXT?

- A. Mandate the creation of a data privacy policy.
- B. Establish a data privacy budget
- C. Mandate data privacy training for employees.
- D. Perform a data privacy impact assessment.

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 332

When evaluating benefits realization of IT process performance, the analysis MUST be based on;

- A. key business objectives.
- B. industry standard key performance indicators (KPIs).
- C. portfolio prioritization criteria.
- D. IT risk policies.

Answer: ([SHOW ANSWER](#))

When evaluating benefits realization of IT process performance, the analysis must be based on key business objectives, as they define the desired outcomes and value that the IT processes are expected to deliver and support. Key business objectives are derived from the enterprise strategy and vision, and they provide the basis for measuring and monitoring the IT process performance and benefits. References := CGEIT Exam Content Outline, Domain 3, Subtopic B: Performance Measurement and Optimization, Task 1: Establish and monitor IT performance measurement systems to evaluate the extent to which IT delivers on its strategic objectives and desired outcomes.

NEW QUESTION: 333

A CIO is planning to implement an enterprise resource planning (ERP) system at the request of the business.

Of the following, who is accountable for providing sponsorship for the IT-enabled change across the enterprise?

- A. CEO
- B. Human resource (HR) director
- C. IT strategy committee
- D. CIO

Answer: A (LEAVE A REPLY)

According to the web search results, the CEO is accountable for providing sponsorship for the IT-enabled change across the enterprise. The CEO is the highest-ranking executive in the organization, and has the authority and responsibility to lead the strategic direction and vision of the enterprise. The CEO also has the power and influence to allocate resources, prioritize initiatives, resolve conflicts, and communicate with stakeholders. Therefore, the CEO is the best person to provide sponsorship for the ERP implementation, which is a major and complex IT-enabled change that affects the entire enterprise¹².

The other options are not as accountable as the CEO for providing sponsorship for the IT-enabled change across the enterprise. The HR director is responsible for managing the human resources functions of the organization, such as recruitment, training, compensation, and performance management. The HR director may support the ERP implementation by facilitating change management, employee engagement, and organizational development, but does not have the same level of authority and accountability as the CEO³.

The IT strategy committee is a group of senior executives from different business units that provide guidance and oversight for the IT strategy and governance of the organization. The IT strategy committee may advise and approve the ERP implementation, but does not have the same level of leadership and visibility as the CEO⁴. The CIO is responsible for managing the IT functions of the organization, such as planning, implementing, and operating the IT systems and services. The CIO may lead and execute the ERP implementation, but does not have the same level of responsibility and influence as the CEO.

References: 1: What Is A Project Sponsor & Do You Need One When Implementing ERP?¹ 2: Building a Successful ERP Implementation Team | NetSuite² 3: What Does an HR Director Do? | Indeed.com 4: What Is an IT Strategy Committee? | Bizfluent : What is a CIO? Everything you need to know about the Chief Information Officer explained | ZDNet

NEW QUESTION: 334

Individual business units within an enterprise have been designing their own IT solutions without consulting the IT department. From a governance perspective, what is the GREATEST issue associated with this situation?

- A. Security controls may not meet IT requirements.
- B. The solution may conflict with existing enterprise goals.
- C. The solutions conflict with IT goals and objectives.
- D. The enterprise does not have the skills to manage the solutions.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 335

An enterprise has decided to execute a risk self-assessment to identify improvement opportunities for current IT services. Which of the following is MOST important to address in the assessment?

- A. Related business risk
- B. Residual IT risk
- C. Mapping of business objectives to IT risk
- D. IT capability and performance measures

Answer: C (LEAVE A REPLY)

Mapping of business objectives to IT risk is the most important factor to address in a risk self-assessment for current IT services, because it helps to align the IT risk management strategy with the business strategy and goals. Mapping of business objectives to IT risk also helps to identify and prioritize the key IT risks that could affect the achievement of the business objectives, and to determine the appropriate risk responses and controls.

Mapping of business objectives to IT risk also helps to communicate the value and benefits of IT risk management to the business stakeholders, and to foster a risk-aware culture within the organization. One of the sources that supports this answer is A Comprehensive Guide To Risk And Control Self -Assessment RCSA, which states that "RCSA aims to include the use of risk management techniques, business processes, and cultures in staff work and businesses to achieve objectives."

NEW QUESTION: 336

An enterprise is evaluating a Software as a Service (SaaS) solution to support a core business process. There is no outsourcing governance or vendor management in place. What should be the CEO's FIRST course of action?

- A. Ensure the service level agreements (SLAs) for service providers are defined.
- B. Ensure the roles and responsibilities to manage service providers are defined.
- C. Establish a contract with the SaaS solution provider.
- D. Instruct management to use the standard procurement process.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 337

The BEST way to ensure an IT steering committee meets enterprise objectives is to:

- A. require a member of the committee to have IT governance expertise.
- B. benchmark against industry best practices.
- C. establish key performance indicators (KPIs).
- D. have key business stakeholders represented on the committee.

Answer: D (LEAVE A REPLY)

According to the web search results, the best way to ensure an IT steering committee meets enterprise objectives is to have key business stakeholders represented on the committee. This is

because business stakeholders are the ones who define and own the enterprise objectives, and who can provide the strategic direction, guidance, and support for IT initiatives that align with these objectives. Having key business stakeholders represented on the committee can help to ensure that IT decisions are made in the best interest of the enterprise, and that IT projects deliver value and benefits to the business¹². The other options are less effective than option D, as they do not address the alignment and integration of IT and business objectives.

Requiring a member of the committee to have IT governance expertise may be helpful, but not sufficient, to ensure that the committee meets enterprise objectives. IT governance expertise is not a substitute for business knowledge and involvement. Benchmarking against industry best practices may be useful, but not necessary, to ensure that the committee meets enterprise objectives. Industry best practices may not always suit the specific needs and context of the enterprise. Establishing key performance indicators (KPIs) may be important, but not enough, to ensure that the committee meets enterprise objectives. KPIs are metrics that measure the performance and outcomes of IT projects and processes, but they do not guarantee that these projects and processes are aligned with the enterprise objectives.

References :=

What is an IT Steering Committee? - BMC Software | Blogs

IT Governance Committee - The Role and Importance of ... - Exceeders

NEW QUESTION: 338

Which of the following is MOST important to include in IT governance reporting to the board of directors?

- A. Critical risks
- B. Technology cost savings
- C. Threat landscape
- D. Security events

Answer: A (LEAVE A REPLY)

According to the ISACA paper on IT Governance Reporting¹, the most important information to include in IT governance reporting to the board of directors is the critical risks that IT faces or poses to the enterprise.

Critical risks are those that have a high likelihood and impact, and that could threaten the achievement of the enterprise's strategy, objectives and goals. Critical risks could include cyberattacks, data breaches, regulatory compliance violations, IT project failures, IT service disruptions, IT resource shortages, etc. The board of directors should be aware of the critical risks, as well as the actions taken or planned to mitigate them. The other options are not as important as critical risks, as they are more related to the operational or tactical aspects of IT, rather than the strategic or governance aspects.

NEW QUESTION: 339

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 340

What business analysis element tries to identify as many potential options as possible to meet the business objectives and fill identified gaps in capabilities?

- A. Decision analysis
- B. Alternative generation
- C. Documentation of assumptions and constraints
- D. Ranking of approaches

Answer: B ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 341

Which of the following is the MOST effective approach to ensure senior management sponsorship of IT risk management?

- A. Benchmark risk framework against best practices.
- B. Calculate financial impact for each IT risk finding.
- C. Periodically review the IT risk register entries.
- D. Integrate IT risk into enterprise risk management (ERM).

Answer: ([SHOW ANSWER](#))

According to the CGEIT certification guide, the most effective approach to ensure senior management sponsorship of IT risk management is to integrate IT risk into enterprise risk management (ERM). This is because ERM is a holistic and strategic approach that considers all types of risks that may affect the achievement of the enterprise's objectives. By integrating IT risk into ERM, senior management can better understand the impact and interdependencies of IT risks on the enterprise's performance and value, and can provide more effective oversight and guidance to the IT risk management processes¹. The other options are less effective than option D, as they do not address the alignment and integration of IT risk with the enterprise's strategy and objectives. References:= CGEIT certification guide, domain 3: Risk Optimization, section 3.1: Risk Governance, page 86.

NEW QUESTION: 342

An organization has decided to integrate IT risk with the enterprise risk management (ERM) framework. The FIRST step to enable this integration is to establish:

- A. a common risk management taxonomy.

- B. a common risk organization.
- C. common key risk indicators (KRIs).
- D. common risk mitigation strategies.

Answer: A ([LEAVE A REPLY](#))

A common risk management taxonomy is a set of terms and definitions that are used consistently across the enterprise to describe, measure, and report on risks. A common risk management taxonomy is essential for integrating IT risk with the ERM framework, as it enables a common understanding of risk concepts, categories, and levels among different stakeholders and functions. A common risk management taxonomy also facilitates the aggregation and comparison of risks across the enterprise, and supports the alignment of risk appetite and tolerance with business objectives¹². : 1: Integrated Enterprise IT Risk Management (ERM) Programs - CohnReznick³ 2: Introducing Risk Taxonomy - ISACA⁴

NEW QUESTION: 343

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 solution driven?

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

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 344

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 ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 345

In a large enterprise, which of the following should be responsible for the implementation of an IT balanced scorecard?

- A. Chief risk officer (CRO)
- B. IT steering committee
- C. Chief information officer (CIO)
- D. Project management office

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 346

Which of the following processes is described in the statement below?

"This is the process of numerically analyzing the effect of identified risks on overall project objectives."

- A. Perform Qualitative Risk Analysis
- B. Perform Quantitative Risk Analysis
- C. Monitor and Control Risks
- D. Identify Risks

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 347

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 348

The BEST time to identify metrics to measure the performance of an IT-enabled investment is during:

- A. project initiation
- B. system implementation
- C. investment feasibility analysis
- D. business case development.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 349

Before an IT strategy committee can approve an IT risk assessment framework, which of the following is MOST important to have established?

- A. IT performance metrics and standards
- B. An enterprise risk mitigation strategy
- C. Leading and lagging risk indicators
- D. Enterprise definitions for risk impact and probability

Answer: D (LEAVE A REPLY)

NEW QUESTION: 350

Which of the following BEST indicates the success of an enterprise's IT governance framework after implementation?

- A. A high percentage of business owners involved with the approval of the IT strategic plan
- B. A high percentage of IT systems complying with corporate information security standards
- C. A high percentage of IT projects delivered on time and on budget
- D. A high percentage of IT investments delivering expected benefits

Answer: D (LEAVE A REPLY)

The success of an enterprise's IT governance framework is ultimately measured by the extent to which it enables the achievement of enterprise goals and objectives. One of the key aspects of IT governance is ensuring that IT investments are aligned with business needs and deliver value to the enterprise. Therefore, a high percentage of IT investments delivering expected benefits indicates that the IT governance framework is effective and successful. References := CGEIT Review Manual (Digital Version), Chapter 1: Framework for the Governance of Enterprise IT, Section 1.1: Introduction to GEIT, Subsection 1.1.2: Benefits of GEIT, Page 9 CGEIT Review Manual (Print Version), Chapter 1: Framework for the Governance of Enterprise IT, Section 1.1: Introduction to GEIT, Subsection 1.1.2: Benefits of GEIT, Page 9 Developing an effective IT governance framework - Wavestone1

NEW QUESTION: 351

Which of the following would be MOST helpful to an enterprise that wants to standardize how sensitive corporate data is handled?

- A. Enterprise risk management (ERM) framework
- B. Information classification framework
- C. Information security policy
- D. Enterprise risk policy

Answer: A (LEAVE A REPLY)

NEW QUESTION: 352

A CEO of a large enterprise is concerned that risk events are not regularly addressed at the C-suite level unless related to emergency incidents. Which of the following is the BEST way for the CEO to ensure risk events are given sufficient time and attention?

- A. Require the development of a risk procedure on how to capture risks.
- B. Instruct managers to take ownership for their department's identified risks.
- C. Issue performance objectives that target the elimination of enterprise risks.

D. Include the discussion of key enterprise risk as an agenda item at board meetings.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 353

Which of the following is the PRIMARY purpose of an effective set of key risk indicators (KRIs)?

- A. Establishing executive level buy-in of the risk program
- B. Identifying possible future adverse impacts on the enterprise
- C. Quantifying the productivity of the risk management team
- D. Evaluating existing technology for risk monitoring capabilities

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 354

An enterprise considers implementing a system that uses a technology that is not in line with its IT strategy.

The business case indicates significant benefit to the enterprise. Which of the following is the BEST way to manage this situation within an IT governance framework?

- A. Update the IT strategy to align with the new technology.
- B. Initiate an operational change request.
- C. Reject based on non-alignment.
- D. Address as part of an architecture exception process.

Answer: D ([LEAVE A REPLY](#))

An architecture exception process is a mechanism to handle requests for deviations from the established IT architecture policies or standards. It allows the enterprise to evaluate the business case, risks, benefits, and alternatives of implementing a system that uses a technology that is not in line with its IT strategy. It also enables the enterprise to define the conditions, limitations, and timelines for granting or denying the exception. According to one of the web search results¹, "requests for exceptions to any architectural policy or standard use this process" and "the decision may include a deadline for removing the need for the exception, constraints on future projects, or similar terms." Addressing the situation as part of an architecture exception process is the best way to manage it within an IT governance framework, as it provides a structured and transparent way to balance the business needs and the IT alignment. Updating the IT strategy to align with the new technology, initiating an operational change request, or rejecting based on non-alignment are not the best ways to manage the situation within an IT governance framework. They are more likely to be either too rigid or too reactive, and may not consider the trade-offs or implications of the decision..

References:

CGEIT Review Manual 2021, Chapter 1: Governance of Enterprise IT, Section 1.4: Value Delivery, page 231
CGEIT Review Questions, Answers & Explanations Manual 2021, Question 9, page 82
A Matrixed Approach to Designing IT Governance - MIT Sloan Management Review³
Enterprise Architecture Governance | The Definitive Guide - LeanIX⁴
Architecture Review Board Exception Process - Minnesota's State Portal⁵

NEW QUESTION: 355

IT senior management is concerned that IT service levels consistently fall below those outlined in the service level agreement (SLA). Which of the following would BEST enable the CIO to build a corrective action plan?

- A. Conducting an IT performance evaluation
- B. Performing a root cause analysis
- C. Assessing the impact of the SLA failure
- D. Reviewing the IT staff training plan

Answer: B (LEAVE A REPLY)

NEW QUESTION: 356

Which of the following should be the CIO's GREATEST consideration when making changes to the IT strategy?

- A. Have IT risk metrics been adjusted?
- B. Has the investment portfolio been revised?
- C. Have key stakeholders been consulted?
- D. Has the impact to the enterprise architecture been assessed?

Answer: B (LEAVE A REPLY)

NEW QUESTION: 357

An enterprise is assessing whether to utilize wearable technology. The enterprise has no prior experience with this technology and has asked the chief technology officer (CTO) to assess the impact to the enterprise. The CTO should FIRST:

- A. understand the enterprise's risk tolerance.
- B. create an IT risk scorecard.
- C. prioritize wearable technology risk.

Answer: A (LEAVE A REPLY)

The CTO should first understand the enterprise's risk tolerance before assessing the impact of wearable technology. This will help the CTO to align the assessment with the enterprise's objectives, culture, and appetite for risk. The other options are important steps in the assessment process, but they are not the first ones. Creating an IT risk scorecard and prioritizing wearable technology risk require a clear understanding of the enterprise's risk tolerance, which is the basis for defining risk criteria and thresholds. References := ISACA, CGEIT Review Manual, 7th Edition, Chapter 2: Strategic Management, Section 2.3: Risk Optimization, p. 63-64.

NEW QUESTION: 358

An internal audit revealed a widespread perception that the enterprise's IT governance reporting lacks transparency. Which of the following should the CIO do FIRST?

- A. Add stakeholder transparency metrics to the balanced scorecard
- B. Develop a communication and awareness strategy

- C. Meet with key stakeholders to understand their concerns
- D. Adopt an industry-recognized template to standardize reports.

Answer: (SHOW ANSWER)

The CIO should first meet with key stakeholders to understand their concerns about the IT governance reporting transparency. This will help the CIO to identify the root causes of the perception, the expectations and needs of the stakeholders, and the gaps and issues in the current reporting process. Meeting with key stakeholders will also help to build trust and rapport, and to solicit feedback and suggestions for improvement.

The CIO can then use this information to develop a communication and awareness strategy, adopt a standard template, and add transparency metrics to the balanced scorecard. These actions will help to enhance the transparency, consistency, and quality of the IT governance reporting, and to address the stakeholder concerns effectively. References := How Boards Realise IT Governance Transparency: A Study Into Current Practice of the COBIT EDM05 Process, Page 1.

NEW QUESTION: 359

The PRIMARY objective of promoting business ethics within the IT enterprise should be to ensure:

- A. trust among internal and external stakeholders.
- B. legal and regulatory compliance.
- C. employees act more responsibly.
- D. corporate social responsibility.

Answer: (SHOW ANSWER)

NEW QUESTION: 360

Which of the following would be the PRIMARY impact on IT governance when a business strategy is changed?

- A. Relationship level with IT outsourcers
- B. IT governance structure
- C. Maturity level of IT processes
- D. Performance outcomes of IT objectives

Answer: D (LEAVE A REPLY)

NEW QUESTION: 361

An enterprise decides to accept the IT risk of a subsidiary located in another country even though it exceeds the enterprise's risk appetite. Which of the following would be the BEST justification for this decision?

- A. Technical gaps among subsidiaries
- B. Local market common practices
- C. Compliance with local regulations
- D. Risk framework alignment

Answer: A ([LEAVE A REPLY](#))

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<https://www.braindumpsPASS.com/ISACA/CGEIT-practice-exam-dumps.html> (**680** Q&As Dumps, **40%OFF** Special Discount: **Exam-Tests**)

NEW QUESTION: 362

A strategic systems project was implemented several months ago. Which of the following is the BEST reference for the IT steering committee as they evaluate its level of success?

- A. Operating metrics of the new system
- B. The project's business case
- C. Stakeholder satisfaction surveys
- D. The project's net present value (NPV)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 363

Which of the following sub-processes of Service Portfolio Management is used to define the overall goals that the service provider should follow in its development based on the outcome of Strategic Service Assessment?

- A. Service Portfolio Update
- B. Strategic Service Assessment
- C. Service Strategy Definition
- D. Strategic Planning

Answer: ([SHOW ANSWER](#))

Section: Volume A

NEW QUESTION: 364

Which of the following examples are included in the application controls embedded in business process applications? Each correct answer represents a complete solution.

Choose all that apply.

- A. Segregation of duties
- B. Validity
- C. Security
- D. Computer operations

Answer: A,B ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 365

Which of the following decisions would be made by the IT strategy committee?

- A. Communication plan for a major IT initiative
- B. Cloud implementation and support plan
- C. Enterprise risk management (ERM) framework
- D. Composition of the investment portfolio

Answer: D ([LEAVE A REPLY](#))

According to the ISACA paper on IT Governance Reporting¹, the IT strategy committee is a board-level committee that is responsible for overseeing and guiding the IT strategy and governance of the enterprise. The IT strategy committee helps to ensure that IT supports and enables the achievement of the enterprise's strategy, objectives and goals, and that IT delivers value, benefits and competitive advantage to the enterprise.

One of the decisions that would be made by the IT strategy committee is the composition of the investment portfolio, which is the set of IT projects and programs that are selected, prioritized, funded and monitored by the enterprise. The composition of the investment portfolio reflects the strategic alignment, value proposition and risk profile of IT, as well as the resource allocation and optimization of IT. The other options are not decisions that would be made by the IT strategy committee, but rather by other IT governance bodies or roles, such as the IT steering committee, the IT management team, or the chief information officer (CIO).

References:

IT Governance Reporting, IT Strategy Committee

NEW QUESTION: 366

You work as a project manager for TYU project. You are planning for risk mitigation.

You need to identify the risks that will need a more in-depth analysis. Which of the following activities will help you in this?

- A. Estimate activity duration
- B. Quantitative analysis
- C. Qualitative analysis
- D. Risk identification

Answer: (SHOW ANSWER)

Section: Volume A

NEW QUESTION: 367

To enable IT to deliver adequate services and maintain availability of a web-facing infrastructure, an IT governance committee should FIRST establish:

- A. business continuity plans (BCPs).
- B. customer survey processes.
- C. key performance indicators (KPIs).
- D. web operations procedures.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 368

Robert is the business analyst for his organization and he's working with several stakeholders to identify the business need for an opportunity. Robert needs to identify the stakeholder that will be responsible for authorizing the actions needed in order to meet the identified business need.

Which stakeholder does Robert need to identify?

- A. Regulator
- B. Implementation Subject Matter Expert
- C. Sponsor
- D. Customer

Answer: ([SHOW ANSWER](#))

Section: Volume A

NEW QUESTION: 369

Which of the following frameworks is for enterprise architecture, and provides a comprehensive approach to the design, planning, implementation, and governance of an enterprise information architecture?

- A. TOGAF
- B. Val IT
- C. BISL
- D. COBIT

Answer: A ([LEAVE A REPLY](#))

Section: Volume B

NEW QUESTION: 370

An enterprise made a significant change to its business operating model that resulted in a new strategic direction. Which of the following should be reviewed FIRST to ensure IT congruence with the new business strategy?

- A. IT investment portfolio
- B. IT risk appetite
- C. Enterprise project management framework
- D. Information systems architecture

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 371

Business management is seeking assurance from the CIO that controls are in place to help minimize the risk of critical IT systems being unavailable during month-end financial processing.

What is the BEST way to address this concern?

- A. Create a communication plan with risk owners.
- B. Outsource infrastructure hosting.

- C. Restrict and monitor user access.
- D. Develop key risk indicators (KRIs) and action plans.

Answer: D (LEAVE A REPLY)

because this would help to address the concern of business management that controls are in place to help minimize the risk of critical IT systems being unavailable during month-end financial processing. Key risk indicators (KRIs) are metrics that measure the potential impact and likelihood of the risks that may affect the IT performance and outcomes, and provide early warning signals for taking corrective actions¹². Action plans are specific steps and tasks that are designed to implement the risk response strategies, such as avoiding, reducing, transferring, or accepting the risks¹². Developing KRIs and action plans can help the CIO to monitor and manage the risks of IT system unavailability, and to ensure that the expected benefits and value are realized. Developing KRIs and action plans can also help to communicate and report the risk scenarios and their consequences to business management, and to demonstrate the effectiveness and efficiency of the IT controls¹².

NEW QUESTION: 372

Harold is the project manager of a large project in his organization. He has been actively communicating and working with the project stakeholders. One of the outputs of the manage stakeholder expectations process can actually create new risk events for Harold's project. Which output of the manage stakeholder expectations process can create risks?

- A. Organizational process assets updates
- B. Project management plan updates
- C. Change requests
- D. Project document updates

Answer: C (LEAVE A REPLY)

NEW QUESTION: 373

You work as the project manager for BlueWell Inc. You are monitoring the project performance. You want to make a decision to change the project plan to eliminate a risk in order to protect the project objectives. Which of the following strategies will you use to tackle the risk?

- A. Risk mitigation
- B. Risk avoidance
- C. Risk acceptance
- D. Risk transference

Answer: B (LEAVE A REPLY)

Section: Volume B

NEW QUESTION: 374

When updating an IT governance framework to support an outsourcing strategy, which of the following is MOST important?

- A. Evaluating the choice of underlying technology platforms used by the service provider

- B. Ensuring the outsource provider's IT function is aligned with its business function
- C. Verifying the vendor has developed standard operation procedures for outsourced functions
- D. Ensuring the effective management of contracts with third-party providers

Answer: (SHOW ANSWER)

When updating an IT governance framework to support an outsourcing strategy, the most important aspect is to ensure the effective management of contracts with third-party providers. Contracts are the legal documents that define the scope, terms, conditions, and expectations of the outsourcing relationship, as well as the roles, responsibilities, and obligations of both parties. Contracts also specify the service level agreements (SLAs), key performance indicators (KPIs), and reporting mechanisms that are used to measure and monitor the quality and performance of the outsourced services. Contracts also provide the mechanisms for resolving disputes, enforcing compliance, and managing changes and risks. Therefore, ensuring the effective management of contracts with third-party providers is essential for achieving the desired outcomes and benefits of outsourcing, as well as for mitigating the potential challenges and issues that may arise from outsourcing. References:

Outsourcing Governance Framework¹, Guidelines on outsourcing arrangements², IT governance -managing the outsourcing relationship³

NEW QUESTION: 375

Which of the following is the PRIMARY consideration when developing an information asset management program?

- A. Operational requirements
- B. Industry best practice
- C. Cost benefit
- D. Regulatory requirements

Answer: D (LEAVE A REPLY)

Regulatory requirements are the rules and standards that an organization must follow to comply with the laws and regulations that apply to its industry, sector, or jurisdiction. Regulatory requirements can affect how an organization manages its information assets, such as data, documents, records, and reports. Information assets are valuable and sensitive resources that need to be protected from unauthorized access, use, disclosure, modification, or destruction¹. Regulatory requirements can specify how information assets should be classified, labeled, handled, stored, transmitted, retained, disposed, and audited²³. Failing to comply with regulatory requirements can result in legal penalties, reputational damage, financial losses, or operational disruptions for the organization³. Therefore, regulatory requirements are the primary consideration when developing an information asset management program. The other options are not the primary consideration when developing an information asset management program, although they may be relevant or important factors. Operational requirements are the needs and expectations of the organization and its stakeholders for how information assets should support its business processes and objectives⁴. Industry best practice are the methods and techniques that have proven to be effective and efficient in managing information assets in a similar context

or domain⁵. Cost benefit is the analysis of the advantages and disadvantages of investing in an information asset management program in terms of resources, time, and money⁶. These options are all secondary or subordinate to regulatory requirements, because they do not have the same legal or mandatory force. An organization can choose to adapt or modify its operational requirements, industry best practice, or cost benefit analysis based on its situation and preferences, but it cannot ignore or violate its regulatory requirements without consequences.

1:

<https://www.cio.com/article/202183/what-is-data-governance-a-best-practices-framework-for-managing-d>

5:

<https://www.isaca.org/resources/isaca-journal/issues/2023/volume-2/what-is-best-practice-in-information-s>

4: <https://www.gartner.com/en/information-technology/glossary/operational-requirements>

2:

<https://advisera.com/27001academy/blog/2014/05/12/information-classification-according-to-iso-27001/>

3:

<https://www.csoonline.com/article/570281/csos-ultimate-guide-to-security-and-privacy-laws-regulations-a>

6: <https://www.investopedia.com/terms/c/cost-benefitanalysis.asp>

NEW QUESTION: 376

A large bank has completed several acquisitions in the last few years that have resulted in redundant IT applications. To align with the strategic initiative of providing integrated services to customers, the IT steering committee has decided to share data and integrate applications. Which of the following would be MOST important to review in this situation?

- A. Enterprise architecture (EA)
- B. IT risk register
- C. Balanced scorecard measures
- D. IT strategic plan

Answer: (SHOW ANSWER)

Enterprise architecture (EA) is the most important thing to review in this situation, as it provides a holistic view of the current and desired state of the IT applications, data, and infrastructure, as well as the business processes, capabilities, and goals that they support. EA can help identify the redundant IT applications, the data sources and dependencies, the integration requirements and challenges, and the alignment with the strategic initiative of providing integrated services to customers. EA can also help define the roadmap, standards, and governance for achieving the desired state of IT integration.

IT risk register, balanced scorecard measures, and IT strategic plan are also important things to review, but they are not as essential as EA in this situation. IT risk register is a document that records the IT risks that may affect the enterprise's objectives and operations, as well as their

likelihood, impact, mitigation strategies, and status. IT risk register can help identify and manage the potential risks associated with IT integration, such as data quality, security, compatibility, performance, and compliance issues. Balanced scorecard measures are a set of metrics that track the performance of IT in relation to the enterprise's vision, strategy, and goals. Balanced scorecard measures can help evaluate the effectiveness and efficiency of IT integration, as well as its contribution to customer satisfaction, business value, and innovation. IT strategic plan is a document that outlines the vision, mission, objectives, initiatives, and actions of IT to support the enterprise's strategy and goals. IT strategic plan can help align IT integration with the business needs and expectations, as well as allocate the necessary resources and budget for it.

References := Enterprise Architecture Governance - CIO Wiki; Enterprise Architecture Governance | The Definitive Guide | LeanIX; Enterprise Architecture Governance - Why It Is Important (Part 2); What is IT governance? A formal way to align IT & business strategy.

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NEW QUESTION: 377

The use of new technology in an enterprise will require specific expertise and updated system development processes. There is concern that IT is not properly sourced. Which of the following should be the FIRST course of action?

- A. Perform a risk assessment on potential outsourcing.
- B. Update the enterprise architecture (EA) with the new technology.
- C. Review the IT balanced scorecard for sourcing opportunities.
- D. Assess the gap between current and required staff competencies.

Answer: D (LEAVE A REPLY)

The first course of action when the use of new technology in an enterprise will require specific expertise and updated system development processes is to assess the gap between current and required staff competencies.

This course of action involves identifying the skills, knowledge, and abilities that are needed to implement and manage the new technology, and comparing them with the existing capabilities of the IT staff. By assessing the gap between current and required staff competencies, the enterprise can determine the extent and nature of the sourcing challenge, and plan for appropriate solutions, such as training, hiring, or outsourcing. According to one source¹, "A competency gap analysis is a process of identifying the difference between what is required for a

person to perform their role effectively and what they actually possess." The other options are not the first course of action when the use of new technology in an enterprise will require specific expertise and updated system development processes, but rather some of the steps or outcomes that can follow or result from the gap assessment. Performing a risk assessment on potential outsourcing is a step that involves evaluating the benefits and drawbacks of delegating some or all of the IT functions related to the new technology to an external service provider. This step can be done after assessing the gap between current and required staff competencies, and identifying outsourcing as a viable option. Updating the enterprise architecture (EA) with the new technology is a step that involves incorporating the new technology into the holistic view of the enterprise's IT environment, including its goals, principles, standards, policies, processes, technologies, and systems. This step can be done after assessing the gap between current and required staff competencies, and ensuring that the new technology aligns with the enterprise's strategic objectives and business requirements.

Reviewing the IT balanced scorecard for sourcing opportunities is an outcome that involves measuring and reporting on the performance and value of IT sourcing activities and outcomes. This outcome can be done after assessing the gap between current and required staff competencies, and implementing the chosen sourcing solution. References := What is Competency Gap Analysis? Definition & Examples

NEW QUESTION: 378

The board of directors of an enterprise has approved a three-year IT strategic program to centralize the core business processes of its global entities into one core system. Which of the following should be the CIO's NEXT step?

- A. Engage a team to perform a business impact analysis (BIA).
- B. Require the development of a risk management plan.
- C. Determine resource requirements for program implementation.
- D. Require the development of a program roadmap.

Answer: D (LEAVE A REPLY)

A program roadmap is a strategic plan that outlines the vision, objectives, scope, deliverables, milestones, dependencies, risks, and benefits of a large-scale IT program. A program roadmap can help the CIO and other stakeholders to communicate, align, and monitor the progress and outcomes of the program. A program roadmap is essential for a complex and long-term IT program such as centralizing the core business processes of global entities into one core system. A program roadmap can help to ensure that the program is aligned with the IT strategy and the business goals, that the program has a clear and realistic scope and schedule, that the program has adequate resources and governance, and that the program delivers the expected value and benefits¹²³⁴. References: How to Create an IT Strategy Roadmap. Definitive Guide to Developing an IT Strategy and Roadmap. What is an IT Roadmap?. How To Develop a Strategy Roadmap in Six Steps.

NEW QUESTION: 379

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 380

Which of the following BEST indicates the success of an enterprise's IT governance framework after implementation?

- A. A high percentage of IT projects delivered on time and on budget
- B. A high percentage of IT systems complying with corporate information security standards
- C. A high percentage of business owners involved with the approval of the IT strategic plan
- D. A high percentage of IT investments delivering expected benefits

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 381

A large enterprise is implementing an information security policy exception process.

The BEST way to ensure that security risk is properly addressed is to:

- A. confirm process owners' acceptance of residual risk.
- B. perform an internal and external network penetration test.
- C. obtain IT security approval on security policy exceptions.
- D. benchmark policy against industry best practice.

Answer: A ([LEAVE A REPLY](#))

The best way to ensure that security risk is properly addressed when implementing an information security policy exception process is to confirm process owners' acceptance of residual risk.

Residual risk is the risk that remains after applying controls or mitigating measures to reduce the original risk¹. Process owners are the individuals or groups that are responsible for the design, execution, and performance of a business process².

By confirming process owners' acceptance of residual risk, the enterprise can ensure that the security risk associated with the policy exception is understood, acknowledged, and agreed upon by the relevant stakeholders. This can also help to assign accountability and liability for the potential consequences of the policy exception, as well as to monitor and review the risk level and the effectiveness of the controls or mitigating measures. The other options are not as effective as confirming process owners' acceptance of residual risk for ensuring that security risk is properly addressed when implementing an information security policy exception process. Performing an internal and external network penetration test is a useful technique for identifying and exploiting vulnerabilities in the network infrastructure, but it does not address the specific security risk related to the policy exception. Obtaining IT security approval on security policy exceptions is a

necessary step for validating and authorizing the policy exception, but it does not ensure that the process owners are aware of and accept the residual risk. Benchmarking policy against industry best practice is a good practice for comparing and improving the policy quality and performance, but it does not address the security risk associated with the policy exception.

NEW QUESTION: 382

Stephen is the project manager of the GBB project. He has worked with two subject matter experts and his project team to complete the risk assessment technique. There are approximately 47 risks that have a low probability and a low impact on the project.

Which of the following answers best describes what Stephen should do with these risk events?

- A. The low probability and low impact risks should be added to the risk register.
- B. Because they are low probability and low impact, Stephen should accept the risks.
- C. Because they are low probability and low impact, the risks can be dismissed.
- D. The low probability and low impact risks should be added to a watch list for future monitoring.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 383

Which of the following functions are performed by the Future Orientation measure of the IT BSC management tool? Each correct answer represents a complete solution.

Choose all that apply.

- A. It focuses on professional learning and development.
- B. It attracts and retains people with key competencies.
- C. It measures and rewards individual and team performance.
- D. It manages operational service performance.

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 384

What stakeholder(s) must participate in the document elicitation result?

- A. Business analyst, business analysis team, and the key stakeholders
- B. Business analyst and the business owner
- C. Business analyst
- D. Business analyst and the key stakeholders

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 385

The board of directors of a large organization has directed IT senior management to improve IT governance within the organization. IT senior management's MOST important course of action should be to:

- A. review IT strategy and direction.
- B. understand the driver that led to a desire to change.
- C. assess the current slate of IT governance within the organization.

D. analyze IT service levels and performance.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 386

An IT governance committee recently received a report indicating a scarcity of key IT skills in the marketplace to meet the core needs of the business. Reviewing which of the following would BEST help the committee respond to this situation?

A. Human resource strategy

B. Outsourcing strategy

C. IT strategic plan

D. IT balanced scorecard

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 387

A large enterprise has been experiencing high turnover of skilled IT personnel, resulting in a significant loss of knowledge within the IT department. Which of the following is the BEST governance action to address this concern?

A. Update the IT resource management plan.

B. Revise IT strategic objectives.

C. Update IT employee compensation packages.

D. Mandate the use of employee contracts.

Answer: A ([LEAVE A REPLY](#))

According to the CGEIT exam guide, the IT resource management plan is a document that describes how the IT resources of an enterprise will be acquired, allocated, monitored and optimized to support the IT strategy, objectives and goals. The IT resource management plan should also address the human resource aspects of IT, such as recruitment, retention, development, motivation and performance of IT personnel. Therefore, the best governance action to address the concern of high turnover of skilled IT personnel is to update the IT resource management plan to reflect the current and future needs and challenges of the IT department. The updated IT resource management plan should include strategies and actions to reduce the turnover rate, such as improving the IT work environment and culture, offering competitive compensation and benefits packages, providing career development and training opportunities, enhancing employee engagement and recognition, and implementing knowledge management and succession planning practices. References: CGEIT Exam Candidate Guide, page 14. CGEIT Certification, IT Resource Management, Employee Turnover Rate: Definition & Calculation

NEW QUESTION: 388

IT maturity models measure:

A. value.

B. outcome.

- C. performance.
- D. capabilities.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 389

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 390

From a governance perspective, which of the following is MOST important to enhance in an enterprise undergoing rapid development of a cloud technology?

- A. Change management processes to capture organizational and project changes.
- B. Data restructuring plan to ensure the architecture supports future changes.
- C. IT project dashboard reporting to capture new risk, threats, and scenarios.
- D. Configuration management processes to ensure availability goals are maintained.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 391

Which of the following is the MOST important aspect of business ethics?

- A. Protecting stakeholders' interests
- B. Providing equal opportunities to employees
- C. Ensuring fair and consistent vendor management practices
- D. Complying with legal and regulatory requirements

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 392

Which of the following roles in Service Design is responsible for delivering a particular service within the agreed service levels and also acts as the counterpart of the Service Level Manager when negotiating OLAs?

- A. The Service Owner
- B. The Service Catalogue Manager
- C. The Service Level Manager
- D. The Service Design Manager

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 393

When developing an IT training plan, which of the following is the BEST way to ensure that resource skills requirements are identified?

- A. Extract training requirements from deficiencies reported in customer service satisfaction surveys.
- B. Ask managers to determine IT training requirements annually.
- C. Determine training needs based on the capabilities to support the IT strategy.
- D. Survey employees for IT skills requirements based upon technology trends.

Answer: C ([LEAVE A REPLY](#))

An IT training plan is a document that outlines the learning objectives, activities, and resources for developing the skills and competencies of IT staff and stakeholders¹. The best way to ensure that resource skills requirements are identified is to determine training needs based on the capabilities to support the IT strategy. The IT strategy is a document that defines the vision, mission, goals, and objectives of IT in alignment with the business strategy². The IT strategy also identifies the current and future IT capabilities that are needed to deliver value and achieve the desired outcomes³. By assessing the gap between the current and future IT capabilities, the training needs can be derived and prioritized according to the IT strategy. This way, the IT training plan can ensure that the resource skills requirements are relevant, consistent, and effective for supporting the IT strategy.

References :=

How to Create an Effective IT Training Plan | Simplilearn

What is an IT Strategy? - Definition from Techopedia

IT Strategy: A 3-step Process To Creating Your Own

[How to Conduct a Training Needs Analysis: A Template & Example]

NEW QUESTION: 394

When considering an IT change that would enable a potential new line of business, the FIRST strategic step for IT governance would be to ensure agreement among the stakeholders regarding:

- A. a change response plan
- B. objectives to achieve goals.
- C. a vision for the future state,
- D. metrics to measure effectiveness

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 395

You are a management consultant. WebTech Inc., an e-commerce organization, hires you to analyze its SWOT. Which of the following factors will you not consider for the SWOT analysis?

- A. Bandwidth
- B. Pricing
- C. Product
- D. Promotion

Answer: A ([LEAVE A REPLY](#))

Section: Volume A

NEW QUESTION: 396

An IT investment review board wants to ensure that IT will be able to support business initiatives. Each initiative is comprised of several interrelated IT projects. Which of the following would help ensure that the initiatives meet their goals?

- A. Review of project management methodology
- B. Review of the business case for each initiative
- C. Establishment of portfolio management
- D. Verification of initiatives against the architecture

Answer: C ([LEAVE A REPLY](#))

Portfolio management is the process of selecting, prioritizing, and managing a collection of projects, programs, and initiatives that align with the strategic goals and objectives of an organization. Portfolio management can help to ensure that the IT initiatives meet their goals, by providing a holistic and integrated view of the IT investments, resources, and outcomes. Portfolio management can also help to optimize the value and benefits of the IT initiatives, by balancing the risks, costs, and dependencies among them. Portfolio management can also help to monitor and control the performance and progress of the IT initiatives, by using metrics, indicators, and reports¹²³. : What is Portfolio Management? Definition & Examples. A Guide to IT Portfolio Management | Adobe Workfront. IT Portfolio Management: Importance, How-To Steps and Tips.

NEW QUESTION: 397

Which of the following phases of IT lifecycle occurs during the concept and idea stages of basic research?

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

Answer: ([SHOW ANSWER](#))

Section: Volume C

NEW QUESTION: 398

Which of the following would BEST support an enterprise's initiative to incorporate desired organizational behaviors into the IT governance framework?

- A. Enterprise code of ethics
- B. Risk mitigation strategies and action plans
- C. Documented consequences for noncompliance
- D. Enterprise RACI matrix

Answer: A ([LEAVE A REPLY](#))

An enterprise code of ethics is a set of principles and values that guide the behavior and decision-making of the organization and its members. It can help to incorporate desired organizational behaviors into the IT governance framework by establishing a common understanding and expectation of what is acceptable and unacceptable, and by promoting a culture of integrity, accountability, and responsibility. References := ISACA, CGEIT Review Manual, 7th Edition, 2019, page 17.

NEW QUESTION: 399

An IT steering committee is preparing to review proposals for projects that implement emerging technologies.

In anticipation of the review, the committee should FIRST:

- A. understand how the emerging technologies will influence risk across the enterprise.
- B. require a capacity plan and framework review for the emerging technologies,
- C. require a review of the enterprise risk management framework.
- D. determine if the IT staff can support the emerging technologies.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 400

Which of the following steps of IT governance program decides on the highest priority projects that will help to improve the management and governance of the significant gap areas?

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

Answer: B ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 401

Which of the following stages of the Forrester's IT Governance Maturity Model describes that the IT governance processes is fully developed and optimized across the enterprise, and a well-built IT portfolio management process is put to ensure that all IT investment decisions are themselves optimized?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 402

An enterprise is considering outsourcing non-core IT processes Which of the following should be the FIRST step?

- A. Update resource allocation policies
- B. Conduct a cost-benefit analysis for outsourcing.
- C. Issue a formal request for proposal to outsourcing vendors.
- D. Establish service level metrics for outsourced activities

Answer: B ([LEAVE A REPLY](#))

A cost-benefit analysis is a process that compares the costs and benefits of a decision or an action, such as outsourcing non-core IT processes. A cost-benefit analysis can help the enterprise evaluate the feasibility, profitability, and sustainability of outsourcing, as well as identify the potential risks and opportunities. A cost-benefit analysis can also help the enterprise determine the optimal level and scope of outsourcing, and select the most suitable outsourcing partner. A cost-benefit analysis should be the first step before issuing a formal request for proposal, establishing service level metrics, or updating resource allocation policies.

References :=

The Outsourcing Handbook A guide to outsourcing - Deloitte United Kingdom, page 10 Five Tips For Outsourcing Business Processes Effectively In 2021 - Forbes

NEW QUESTION: 403

In which of the following phases of the SDLC does the software and other components of the system faithfully incorporate the design specifications and provide proper documentation and training?

- A. Design
- B. Initiation
- C. Evaluation and acceptance
- D. Programming and training

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 404

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: (SHOW ANSWER)

Section: Volume A

NEW QUESTION: 405

Gary has identified a project risk that could injure project team members. He does not want to accept any risk where someone could become injured on this project so he hires a professional vendor to complete this portion of the project work. This workaround to the risk event is known as what type of risk response?

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

Answer: D (LEAVE A REPLY)

Section: Volume A

NEW QUESTION: 406

An enterprise experiencing issues with data protection and least privilege is implementing enterprise-wide data encryption in response. Which of the following is the BEST approach to ensure all business units work toward remediating these issues?

- A. Assign owners for data governance initiatives.
- B. Mandate the creation of a data governance framework.
- C. Develop key performance indicators (KPIs) to measure enterprise adoption.
- D. Integrate data encryption requirements into existing and planned projects.

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 407

Gary is the project manager for his organization. He is working with the project stakeholders on the project requirements and how risks may affect their project. One of the stakeholders is confused about what constitutes risks in the project. Which of the following is the most accurate definition of a project risk?

- A. It is an uncertain event that can affect the project costs.
- B. It is an unknown event that can affect the project scope.
- C. It is an uncertain event that can affect at least one project objective.
- D. It is an uncertain event or condition within the project execution.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 408

Which of the following is MOST important for an enterprise to review when classifying information assets?

- A. Impact of information exposure
- B. Media used for storage and backup
- C. Procedures for information handling
- D. Requirements for information retention.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 409

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 410

An enterprise is trying to increase the maturity of its IT process from being ad hoc to being repeatable. Which of the following is the PRIMARY benefit of this change?

- A. Required outcomes are more frequently achieved.
- B. Process optimization is embedded across the organization.
- C. Process performance is measured in business terms.
- D. Required outcomes are mapped to business objectives.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 411

Which of the following processes contained in the Portfolio Management domain of Val IT identifies resource requirements?

- A. PM5
- B. PM4
- C. PM3
- D. PM2

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 412

Which of the following steps of IT governance program decides on the highest priority projects that will help to improve the management and governance of the significant gap areas?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 413

An enterprise has decided to implement an IT risk management program After establishing stakeholder desired outcomes, the MAIN goal of the IT strategy committee should be to:

- A. implement controls to address high risk areas
- B. perform a risk analysis on key IT processes
- C. identify business data that requires protection.
- D. ensure IT risk alignment with enterprise risk

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 414

Which of the following would be the BEST way for an IT steering committee to monitor the adoption of a new enterprise IT strategy?

- A. Establish key performance indicators (KPIs).
- B. Establish key risk indicators (KRIs).
- C. Schedule ongoing audit reviews.
- D. Implement service level agreements (SLAs)

Answer: ([SHOW ANSWER](#))

The best way for an IT steering committee to monitor the adoption of a new enterprise IT strategy is to establish key performance indicators (KPIs), because they are metrics that measure the progress and achievement of the IT strategic objectives and goals, and provide feedback and guidance for improvement. KPIs can help the IT steering committee to track and evaluate the

performance and outcomes of the IT function, and to ensure that the IT activities and resources are aligned with the business needs and expectations¹². KPIs can also help to communicate and report the IT value delivery and innovation to the board and other stakeholders¹². References := ISACA, CGEIT Review Manual, 7th Edition, 2019, page 43-44.

NEW QUESTION: 415

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 416

An enterprise has learned of a new regulation that may impact delivery of one of its core technology services Which of the following should the done FIRST?

- A. Determine whether the board wants to comply with the regulation
- B. Update the risk management framework
- C. Request an action plan from the risk team
- D. Assess the risk associated with the new regulation

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 417

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 418

Which of the following are parts of SWOT Analysis? Each correct answer represents a complete solution. Choose all that apply.

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

F. Strengths

Answer: B,C,D,F ([LEAVE A REPLY](#))

NEW QUESTION: 419

To evaluate IT resource management, it is MOST important to define:

- A. responsibilities for executing resource management.
- B. applicable key goals.
- C. principles for the IT strategy.
- D. IT resource utilization reporting procedures.

Answer: B ([LEAVE A REPLY](#))

According to the CGEIT exam guide, IT resource management is the process of planning, acquiring, allocating, monitoring and optimizing the IT resources of an enterprise to support its strategy, objectives and goals. To evaluate IT resource management, it is most important to define the applicable key goals that the IT resources are expected to achieve or contribute to. These key goals should be aligned with the enterprise's vision, mission and values, as well as the stakeholder needs and expectations. The key goals should also be specific, measurable, achievable, relevant and time-bound (SMART), and should be communicated and agreed upon by all relevant parties. Defining the applicable key goals will help to assess the performance, value and impact of IT resource management, as well as to identify the gaps, issues and opportunities for improvement.

The other options are not as important as defining the applicable key goals, as they are more related to the implementation and execution of IT resource management, rather than its evaluation. References: CGEIT Exam Candidate Guide, page 14. CGEIT Certification, IT Resource Management

NEW QUESTION: 420

The use of new technology in an enterprise will require specific expertise and updated system development processes. There is concern that IT is not properly sourced. Which of the following should be the FIRST course of action?

- A. Perform a risk assessment on potential outsourcing.
- B. Review the IT balanced scorecard for sourcing opportunities.
- C. Assess the gap between current and required staff competencies.
- D. Update the enterprise architecture (EA) with the new technology.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 421

Business management is seeking assurance from the CIO that controls are in place to help minimize the risk of critical IT systems being unavailable during month-end financial processing. What is the BEST way to address this concern?

- A. Outsource infrastructure hosting.
- B. Create a communication plan with risk owners.

- C. Restrict and monitor user access.
- D. Develop key risk indicators (KRIs) and action plans.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 422

An enterprise's information security function is making changes to its data retention and backup policies.

Which of the following presents the GREATEST risk?

- A. Business data owners were not consulted.
- B. The new policies increase the cost of data backups.
- C. Data backups will be hosted at third-party locations.
- D. The retention period for data backups is increased.

Answer: A ([LEAVE A REPLY](#))

Business data owners were not consulted is the answer that presents the greatest risk, as it implies that the information security function did not consider the needs, expectations, and requirements of the stakeholders who are responsible for the data. Business data owners should be involved in the development and implementation of data retention and backup policies, as they can provide input on the value, sensitivity, and classification of the data, as well as the legal and regulatory obligations for data preservation and protection¹².

Without consulting the business data owners, the information security function may create policies that are inconsistent, ineffective, or detrimental to the enterprise's objectives and operations.

NEW QUESTION: 423

A business is considering a policy to anonymize personal data in enterprise systems. Before making a decision, which of the following is MOST important for the IT steering committee to consider?

- A. Business impact analysis (BIA) results
- B. Regulatory requirements
- C. Sustainability costs to the enterprise
- D. Potential implementation barriers

Answer: B ([LEAVE A REPLY](#))

The MOST important thing for the IT steering committee to consider before deciding on a policy to anonymize personal data in enterprise systems is the regulatory requirements. Anonymization is the process of protecting private or sensitive information by erasing or encrypting identifiers that connect an individual to stored data¹. However, different jurisdictions may have different definitions, standards, and rules for anonymization and data protection². For example, the EU's General Data Protection Regulation (GDPR) outlines a specific set of rules that protect user data and create transparency¹. The GDPR permits companies to collect anonymized data without consent, use it for any purpose, and store it for an indefinite time-as long as companies remove all identifiers from the data¹. However, if the data is not fully anonymized and can be re-identified by using de-anonymization methods, then the GDPR still applies and requires consent, purpose limitation, and data minimization². Therefore, the IT steering committee should consider the regulatory requirements of the applicable legislation in both the home and host countries before deciding on a policy to anonymize personal data in enterprise systems. This can help to ensure compliance, avoid fines or penalties, and protect the reputation and trust of the business.

NEW QUESTION: 424

An enterprise is developing an ethics program, and the ethical standards have been defined. Which of the following should the enterprise do NEXT?

- A. Develop key performance indicators (KPIs) for program implementation.
- B. Implement an enterprise-wide employee monitoring program.
- C. Outline and document consequences for noncompliance.
- D. Establish a training and awareness program focused on ethics.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 425

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 426

Which of the following areas tracks the project delivery, and monitors the IT services?

- A. Performance measurement
- B. Risk management
- C. Strategic alignment
- D. Value delivery

Answer: A (LEAVE A REPLY)

NEW QUESTION: 427

Which of the following is the BEST indicator of the effectiveness of IT governance in an enterprise?

- A. Value delivery
- B. Resource utilization
- C. Residual risk
- D. Project delivery

Answer: A ([LEAVE A REPLY](#))

Value delivery is the best indicator of the effectiveness of IT governance in an enterprise because it measures how well IT supports the business objectives and creates value for the stakeholders. The other options are important aspects of IT governance, but they are not as comprehensive as value delivery. References := ISACA, CGEIT Review Manual, 7th Edition, Chapter 1: Framework for the Governance of Enterprise IT, Section 1.2: Principles of IT Governance, p. 9.

NEW QUESTION: 428

Which of the following frameworks describes an enterprise view of all project management activities and how these activities contribute to the success of the organization?

- A. COSO ERM
- B. COBIT
- C. Enterprise project management (EPM)
- D. Casualty Actuarial Society framework

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 429

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 430

A business unit is planning to replace an existing IT legacy solution with a hosted Software as a Service (SaaS) solution. However, business management is concerned that stored data will be at risk. Which of the following is the MOST effective way to reduce the risk associated with the SaaS solution?

- A. Research the technology and identify potential security threats.
- B. Include risk-related requirements in the SaaS contract.
- C. Create key risk indicators (KRIs) for the SaaS solution.
- D. Redefine the risk appetite and risk tolerance.

Answer: B ([LEAVE A REPLY](#))

According to the web search results, a SaaS contract is a legal agreement between a SaaS provider and a customer that defines the terms and conditions of using the SaaS solution, such as the scope, duration, price, service level, data ownership, security, privacy, compliance, etc. The most effective way to reduce the risk associated with the SaaS solution is to include risk-related requirements in the SaaS contract, such as the following¹²:

The SaaS provider should comply with the relevant laws and regulations that apply to the customer's industry and location, such as GDPR, HIPAA, PCI DSS, etc.

The SaaS provider should implement adequate security measures and controls to protect the customer's data from unauthorized access, modification, disclosure or loss, such as encryption, authentication, authorization, backup, etc.

The SaaS provider should provide regular reports and audits on the security and performance of the SaaS solution, as well as notify the customer of any security incidents or breaches that may affect the customer's data.

The SaaS provider should guarantee a certain level of availability and reliability of the SaaS solution, and specify the remedies or penalties for any service downtime or disruption.

The SaaS provider should allow the customer to access, export, delete or transfer their data at any time, and ensure that the data are erased or returned to the customer upon termination of the contract.

The SaaS provider should indemnify and hold harmless the customer from any claims, damages or liabilities arising from the use of the SaaS solution.

Including risk-related requirements in the SaaS contract will help to clarify the roles and responsibilities of both parties, as well as to establish trust and accountability between them. It will also help to mitigate the potential risks and challenges of using a hosted SaaS solution³⁴, such as data loss, unauthorized access, compliance violations, service outages, vendor lock-in, etc. The other options are not as effective as including risk-related requirements in the SaaS contract, as they do not address the contractual and legal aspects of using a hosted SaaS solution.

NEW QUESTION: 431

Which of the following would a CIO use to present the overall view of IT performance to the board of directors?

- A. Balanced scorecard
- B. Key risk indicators (KRIs)
- C. Key performance indicators (KPIs)
- D. Maturity model

Answer: A (LEAVE A REPLY)

NEW QUESTION: 432

Which of the following individuals supports and contributes to customer's governance approach?

- A. User representatives
- B. Supplier/Business partners

C. Compliance officers

D. Project sponsors

Answer: B (LEAVE A REPLY)

NEW QUESTION: 433

Which of the following is the GREATEST benefit of using a quantitative risk assessment method?

A. It uses resources more efficiently

B. It can be used to assess risks against non-tangible assets

C. It reduces subjectivity

D. It helps in prioritizing risk response action plans

Answer: C (LEAVE A REPLY)

A quantitative risk assessment method uses numerical values and mathematical models to estimate the likelihood and consequences of risks. This reduces the subjectivity and bias that may arise from qualitative methods that rely on personal judgment and experience. A quantitative method also allows for more objective comparison and prioritization of risks based on their impact and probability. References := Quantitative Risk Analysis (Definition, Benefits and Steps) - Indeed Risk Assessment and Analysis Methods: Qualitative and Quantitative - ISACA

NEW QUESTION: 434

While monitoring an enterprise's IT projects portfolio, it is discovered that a project is 75% complete, but all budgeted resources have been expended. Which of the following is the MOST important task to perform?

A. Review the IT investments.

B. Reorganize the IT projects portfolio.

C. Re-evaluate the business case.

D. Review the IT governance structure.

Answer: (SHOW ANSWER)

A business case is a document that justifies the initiation and continuation of a project based on its expected benefits, costs, risks, and alignment with the strategic objectives of the organization. If a project is experiencing a cost overrun, meaning that it has exceeded its initial budget, it is important to re-evaluate the business case to determine whether the project is still viable and worth pursuing. Re-evaluating the business case can help to identify the root causes of the cost overrun, assess the impact of the overrun on the project's value proposition, and decide whether to continue, modify, or terminate the project. Reviewing the IT investments, reorganizing the IT projects portfolio, and reviewing the IT governance structure are not the most important tasks to perform in this situation. They are more likely to be part of the portfolio management or governance processes that should be done regularly or periodically, not in response to a specific project issue.

Moreover, they do not directly address the problem of the cost overrun or its implications for the project's feasibility and desirability. References := What is a Business Case?, How to Write a Business Case, Project Cost Overruns - Reasons, How to Prevent and Manage

NEW QUESTION: 435

Jane is the project manager of the GBB project for her company. In the current project a vendor has offered the project a ten percent discount based if they will order 100 units for the project. It is possible that the GBB Project may need the 100 units, but the cost of the units is not a top priority for the project. Jane documents the offer and tells the vendor that they will keep the offer in mind and continue with the project as planned.

What risk response has been given in this project?

- A. Exploiting
- B. Sharing
- C. Acceptance
- D. Enhance

Answer: C (LEAVE A REPLY)

NEW QUESTION: 436

Marsha is the project manager of the NHQ Project. There's a risk that her project team has identified, which could cause the project to be late by more than a month. Marsha does not want this risk event to happen so she devises extra project activities to ensure that the risk event will not happen. The extra steps, however, will cost the project an additional \$10,000. What type of risk response is this approach?

- A. Exploiting
- B. Transference
- C. Mitigation
- D. Enhancing

Answer: (SHOW ANSWER)

Section: Volume A

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NEW QUESTION: 437

An enterprise is planning to migrate its IT infrastructure to a cloud-based solution but does not have experience with this technology Which of the following should be done FIRST to reduce the risk of IT service disruptions when using this new technology?

- A. Engage an experienced IT consultant to perform the migration.

- B. Evaluate the sourcing options.
- C. Reflect the change in the enterprise architecture (EA).
- D. Implement key performance indicators (KPIs).

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 438

Which of the following is the GREATEST impact to an enterprise that has ineffective information architecture?

- A. Poor desktop service delivery
- B. Data retention
- C. Redundant systems
- D. Poor business decisions

Answer: ([SHOW ANSWER](#))

Information architecture (IA) is the practice of structuring and presenting the parts of something - whether that's a website, mobile app, blog post, book, or brick-and-mortar store - to users so that it's easy to understand. IA can help users find information and complete tasks¹.

An enterprise that has ineffective information architecture may suffer from poor business decisions, because it may not be able to access, analyze, or use the data and information that are relevant, accurate, consistent, and timely for decision making. Poor business decisions can lead to negative consequences, such as losing customers, market share, revenue, or competitive advantage, or facing legal, financial, reputational, or operational risks²³.

Some examples of how ineffective information architecture can impact business decisions are:

If the enterprise's website has a confusing or inconsistent navigation system, users may not be able to find the information they need or want, such as product details, prices, reviews, or contact information. This can result in lower customer satisfaction, engagement, conversion, and retention¹⁴.

If the enterprise's data is stored in multiple systems or platforms that are not integrated or interoperable, users may not be able to access or share the data across different departments or functions. This can result in data silos, duplication, inconsistency, or incompleteness²⁵.

If the enterprise's data is not labeled or categorized properly, users may not be able to search or filter the data effectively. This can result in data overload, irrelevance, or obscurity²⁵.

If the enterprise's data is not governed or managed properly, users may not be able to trust or verify the data quality or integrity. This can result in data errors, inaccuracies, or biases²⁵.

Therefore, an enterprise that has ineffective information architecture may have poor business decisions as its greatest impact. References: Information Architecture Basics | Usability.gov. The Importance of Information Architecture to UX Design. How Enterprise Architecture Can Help You Eliminate Technical Debt. What Is Information Architecture & Why Does It Matter? - HubSpot Blog. Why Do We Need Information Architecture - Architecture.

NEW QUESTION: 439

Which of the following processes ensures that all vital assets and resources of the organization are safeguarded?

- A. Vendor contract administration process
- B. Risk management process
- C. Defining Resource Requirements process
- D. Cost estimating process

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 440

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 441

The PRIMARY reason for an enterprise to adopt an IT governance framework is to:

- A. assure IT sustains and extends the enterprise strategies and objectives.
- B. expedite IT investments among other competing business investments.
- C. establish IT initiatives focused on the business strategy.
- D. allow IT to optimize confidentiality, integrity, and availability of information assets.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 442

Which of the following risk functions ensures the product/service alignment with the customer requirements?

- A. Strategic planning
- B. Credit
- C. Accounting
- D. Marketing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 443

In which of the following types of biases does the data collection itself interfere with the process it is measuring?

- A. Nonresponse
- B. Perception

- C. Interaction
- D. Operational

Answer: C (LEAVE A REPLY)

NEW QUESTION: 444

A business case indicates an enterprise would reduce costs by implementing a bring your own device (BYOD) program allowing employees to use personal devices for e-mail. Which of the following should be the FIRST governance action?

- A. Assess the BYOD risk.
- B. Update the BYOD policy.
- C. Assess the enterprise architecture (EA).
- D. Update the network infrastructure.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 445

An enterprise has launched a critical new IT initiative that is expected to produce substantial value. Which of the following would BEST facilitate the reporting of benefits realized by the IT investment to the board?

- A. Milestone chart
- B. Performance management
- C. Balanced scorecard

Answer: B (LEAVE A REPLY)

NEW QUESTION: 446

Which of the following is the BEST way to encourage employees to raise ethics concerns in full confidence?

- A. Publish and enforce a code of conduct policy.
- B. Provide access to legal resource benefits.
- C. Establish and communicate a whistle-blower policy.
- D. Provide protection language in employment contracts.

Answer: C (LEAVE A REPLY)

A whistle-blower policy is a document that defines how ethics violations should be reported and how the whistle-blowers should be protected from retaliation. A whistle-blower policy is the best way to encourage employees to raise ethics concerns in full confidence, as it provides them with a clear, safe, and confidential channel to voice their concerns and seek resolution. A whistle-blower policy also demonstrates the organization's commitment to ethical conduct and accountability, and fosters a culture of trust and openness¹².

The other options are not as effective as establishing and communicating a whistle-blower policy. Publishing and enforcing a code of conduct policy is important for defining the ethical standards and expectations for the organization, but it does not necessarily encourage employees to raise ethics concerns, unless it is accompanied by a whistle-blower policy that ensures their protection

and support³. Providing access to legal resource benefits is helpful for employees who need legal advice or assistance, but it does not guarantee their confidence or safety in reporting ethics violations, especially if they fear retaliation from their employer or co-workers⁴. Providing protection language in employment contracts is useful for safeguarding the rights and interests of employees, but it may not be sufficient or specific enough to address the issues and challenges faced by whistle-blowers, such as harassment, discrimination, or termination⁵.

References: 1: Here's What You Need in Your Whistleblower Policy (and Why) - Case IQ4 2: Whistle Blowing in the Public Sector - Markkula Center for Applied Ethics³ 3: Ethics Policies vs. Whistleblower Policies - What's the Difference? - CMS1 4: Legal Resources | Employee Benefits | The Hartford 5:

Whistleblower Protection: Overview of Federal Laws | Congressional Research Service

NEW QUESTION: 447

Which of the following is the MOST important consideration for data classification to be successfully implemented?

- A. Users should be provided with clear instructions that are easy to follow and understand.
- B. Senior management should be properly trained in monitoring compliance.
- C. The classification scheme should be closely aligned with the IT strategic plan.
- D. The data classification tools integrate with other tools that help manage the data.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 448

Which of the following is the MOST important objective of IT program portfolio management?

- A. Reduced technology costs
- B. Reduced project management costs
- C. Improved IT service delivery
- D. Appropriate investment mix

Answer: (SHOW ANSWER)

Explanation/Reference: <https://www.northeastern.edu/graduate/blog/project-management-vs-portfolio-management-vs-program-management/>

NEW QUESTION: 449

Which of the following areas addresses the safeguarding of IT assets, disaster recovery and continuity of operations?

- A. Value delivery
- B. Risk management
- C. Performance measurement
- D. Strategic alignment

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 450

Paul has been asked to complete SWOT analysis for his solution scope. What does SWOT analysis mean?

- A. Stakeholder Weaknesses, Organizational Threats
- B. Strengths, Weaknesses, Opportunities, Threats
- C. Strengths, Weaknesses, Opportunities, Time
- D. Stakeholders Weaknesses, Organization, Threats

Answer: B (LEAVE A REPLY)

Section: Volume A

NEW QUESTION: 451

Which of the following is a non repetitive set of tasks that lead to the achievement of a new objective?

- A. Plan
- B. Tactics
- C. Techniques
- D. Strategy

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 452

From an IT governance perspective, establishing performance measurements is PRIMARILY the responsibility of:

- A. the board of directors.
- B. enterprise risk management (ERM).
- C. senior management.
- D. the IT architecture review board.

Answer: (SHOW ANSWER)

NEW QUESTION: 453

Which of the following would be MOST useful for prioritizing IT improvement initiatives to achieve desired business outcomes?

- A. Budget variance analysis
- B. IT skills matrix

- C. Enterprise architecture (EA)
- D. Portfolio management

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 454

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 455

A business case indicates an enterprise would reduce costs by implementing a bring your own device (BYOD) program allowing employees to use personal devices for email. Which of the following should be the FIRST governance action?

- A. Assess the enterprise architecture (EA).
- B. Update the network infrastructure.
- C. Update the BYOD policy.
- D. Assess the BYOD risk.

Answer: ([SHOW ANSWER](#))

The first governance action for implementing a BYOD program should be to assess the BYOD risk. This is because BYOD introduces various security, legal, and operational risks to the enterprise, such as data loss or leakage, unauthorized access, malware infection, compliance violation, device management, and user privacy.

Assessing the BYOD risk can help to identify and evaluate the potential threats, vulnerabilities, and impacts of allowing employees to use personal devices for email. Assessing the BYOD risk can also help to determine the appropriate controls and mitigation strategies to reduce the risk to an acceptable level.

Assessing the enterprise architecture (EA) is not the first governance action, as it is a subsequent step after assessing the BYOD risk. EA is a framework that defines the structure, components, relationships, and principles of the enterprise's IT environment. Assessing the EA can help to ensure that the BYOD program aligns with the enterprise's vision, strategy, goals, and standards. However, assessing the EA does not address the specific risks associated with BYOD.

Updating the network infrastructure is not the first governance action, as it is an implementation step after assessing the BYOD risk and EA. Updating the network infrastructure can help to enhance the performance, reliability, scalability, and security of the network that supports the BYOD program. However, updating the network infrastructure does not provide a comprehensive risk assessment or governance framework for BYOD.

Updating the BYOD policy is not the first governance action, as it is a result of assessing the BYOD risk and EA. A BYOD policy is a document that defines the rules, guidelines, and responsibilities for employees who use personal devices for email. Updating the BYOD policy can help to communicate the expectations and requirements for BYOD users and enforce compliance and accountability. However, updating the BYOD policy does not provide a thorough risk analysis or architectural alignment for BYOD.

References := BYOD Best Practices - JumpCloud, Assessing your needs section. End user device security for Bring-Your-Own-Device (BYOD) deployment models - ITSM.70.003 - Canadian Centre for Cyber Security, 1 Introduction section. BYOD Policy Best Practices: The Ultimate Checklist - Scalefusion, Introduction section. The Ultimate Guide to BYOD Security: Definition & More - Digital Guardian, The Challenges of BYOD Security section.

NEW QUESTION: 456

Due to the recent introduction of personal data protection regulations, an enterprise is required to maintain its employee data in production systems only for a limited time. Which of the following is MOST important to review?

- A. Data backup and restoration policies
- B. Asset retention policies
- C. Information retention policies
- D. Data archival policies

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 457

CORRECT TEXT

Fill in the blank with an appropriate word.

_____ is also referred to as corporate governance, and covers issues such as board structures, roles and executive remuneration.

Answer:

Conformance

NEW QUESTION: 458

Which of the following strategic issues in the IFAC report highlight the underlying success and failure of enterprises? Each correct answer represents a complete solution.

Choose all that apply.

- A. Ability to undertake successful mergers and acquisitions
- B. Clarity of strategy
- C. Strategy execution
- D. Ability to provide service feedback to providers

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 459

You are interviewing members of a project team to test their understanding of the assigned risk responses as risk owners. You and the project manager are working together to evaluate the risk responses to determine their effectiveness in the project.

What project management technique are you performing with the project manager in this scenario?

- A. Risk audits
- B. Risk analysis
- C. Stakeholder analysis as the project team is a stakeholder
- D. Risk identification with the project team

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 460

An IT manager is trying to determine optimal IT service levels. Which of the following should be the PRIMARY consideration?

- A. Internal rate of return
- B. Recovery time objective (RTO)
- C. Cost-benefit analysis
- D. Resource utilization analysis

Answer: C ([LEAVE A REPLY](#))

The primary consideration for determining optimal IT service levels is cost-benefit analysis. Cost-benefit analysis is a technique that compares the costs and benefits of providing a certain level of IT service to the business and the stakeholders¹. It helps to identify the optimal balance between the value and the cost of IT service delivery, and to justify the investment and resources required for achieving the desired service level objectives¹. Cost-benefit analysis can also help to evaluate alternative options, prioritize improvement initiatives, and measure the return on investment of IT service management¹. The other options are not as relevant as cost-benefit analysis, as they do not consider both the costs and benefits of IT service levels. Internal rate of return is a financial metric that measures the profitability of an investment, but it does not account for the non-financial benefits or risks of IT service delivery². Recovery time objective is a parameter that specifies the maximum acceptable time for restoring an IT service after a disruption, but it does not reflect the cost or value of achieving that time³. Resource utilization analysis is a technique that monitors and optimizes the usage and allocation of IT resources, but it does not assess the impact or outcome of IT service delivery on the business and the stakeholders⁴. : Cost-Benefit Analysis in IT Service Management. Internal Rate of Return (IRR). Recovery Time Objective (RTO). Resource Utilization Analysis.

NEW QUESTION: 461

The BEST way to decide how to prioritize issues identified in an IT risk and control self-assessment (CSA) is to understand the risk and:

- A. impact to the enterprise.
- B. criticality of IT services affected.

- C. number of IT systems affected.
- D. funds required for remediation.

Answer: ([SHOW ANSWER](#))

The BEST way to decide how to prioritize issues identified in an IT risk and control self-assessment (CSA) is to understand the risk and the impact to the enterprise. A CSA is a process of identifying, analyzing, and evaluating the potential threats and impacts that could affect the IT objectives, processes, and resources of an organization¹. A CSA can help to determine the actions and resources needed to bridge the gaps and achieve the desired outcomes². To prioritize the issues identified in a CSA, it is important to understand the risk and the impact to the enterprise. The risk is the measure of the likelihood and severity of an adverse event occurring and its consequences on the organization³. The impact is the measure of the extent and magnitude of the harm or damage that an adverse event can cause to the organization, such as financial loss, operational disruption, reputational damage, legal liability, etc.⁴. By understanding the risk and the impact to the enterprise, the issues can be prioritized based on their importance and urgency, and the most appropriate and effective solutions can be implemented.

NEW QUESTION: 462

The CIO of an enterprise learns the payroll server of a competitor has been the victim of ransomware. To help plan for the possibility of ransomed corporate data, what should be the CIO's FIRST course of action?

- A. Require development of key risk indicators (KRIs).
- B. Develop a policy to address ransomware.
- C. Back up corporate data to a secure location.
- D. Request a targeted risk assessment.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 463

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: A,B,D ([LEAVE A REPLY](#))

Section: Volume C

NEW QUESTION: 464

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 (LEAVE A REPLY)

NEW QUESTION: 465

Which of the following is the PRIMARY ongoing responsibility of the IT governance function related to risk?

- A. Responding to and controlling all IT risk events
- B. Communicating the enterprise risk management plan
- C. Ensuring IT risk management is aligned with business risk appetite
- D. Verifying that all business units have staff skilled at assessing risk

Answer: C (LEAVE A REPLY)

Ensuring IT risk management is aligned with business risk appetite is the primary ongoing responsibility of the IT governance function related to risk, as it helps to ensure that the IT risks are consistent with the enterprise's objectives, strategy, and tolerance for risk. IT risk management alignment also facilitates the integration of IT risk management with enterprise risk management (ERM), and the communication and reporting of IT risk to the relevant stakeholders¹²³. := CGEIT Exam Content Outline, Domain 4, Subtopic B: IT Risk Management, Task 1: Ensure that an IT risk management framework exists to identify, analyze, mitigate, manage, monitor, and communicate IT-related business risk, and that the framework for IT risk management is in alignment with the enterprise risk management (ERM) framework.

NEW QUESTION: 466

Della works as a project manager for SoftTech Inc. She is working with the project stakeholders to begin the quantitative risk analysis process. Which of the following inputs will be needed for the quantitative risk analysis process in her project? Each correct answer represents a complete solution. Choose all that apply.

- A. Project scope statement
- B. Risk register
- C. Risk management plan
- D. Cost management plan

Answer: B,C,D (LEAVE A REPLY)

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NEW QUESTION: 467

Shawn is the project manager of the WHT Project for his company. In this project Shawn's team reports that they have found a way to complete the project work for less cost than what was originally planned.

The project team presents a new software that will help to automate the project work. While the software and the associated training costs \$25,000 it will save the project nearly \$65,000 in total costs. Shawn agrees to the software and changes to the project management plan accordingly. What type of risk response has been used in this instance?

- A. Accepting
- B. Avoidance
- C. Exploiting
- D. Enhancing

Answer: C (LEAVE A REPLY)

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