

CGEIT Dumps

ISACA CGEIT Certification Practice Test

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NEW QUESTION 1

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

NEW QUESTION 2

Fill in the blank with an appropriate phrase.

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

- A. Life cycle

Answer: A

NEW QUESTION 3

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.

- A. Conformance

Answer: A

NEW QUESTION 4

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

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

Answer: C

NEW QUESTION 5

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: C

NEW QUESTION 6

An organization supports both programs and projects for various industries. What is a portfolio?

- A. A portfolio describes all of the monies that are invested in the organization.
- B. A portfolio is the total amount of funds that have been invested in programs, projects, and operations.
- C. A portfolio describes any project or program within one industry or application area.
- D. A portfolio describes the organization of related projects, programs, and operations.

Answer: D

NEW QUESTION 7

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

Answer: B

NEW QUESTION 8

You are the business analyst for your organization and are preparing to conduct stakeholder analysis. As part of this process you realize that you'll need several

inputs. Which one of the following is NOT an input you'll use for the conduct stakeholder analysis task?

- A. Organizational process assets
- B. Enterprise architecture
- C. Business need
- D. Enterprise environmental factors

Answer: D

NEW QUESTION 9

Which of the following is the process of comparing the business processes and performance metrics including cost, cycle time, productivity, or quality?

- A. Agreement
- B. COBIT
- C. Service Improvement Plan
- D. Benchmarking

Answer: D

NEW QUESTION 10

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. Identify Risks
- B. Perform Qualitative Risk Analysis
- C. Perform Quantitative Risk Analysis
- D. Monitor and Control Risks

Answer: C

NEW QUESTION 10

Jenny is the project manager for the NBT projects. She is working with the project team and several subject matter experts to perform the quantitative risk analysis process. During this process she and the project team uncover several risks events that were not previously identified.

What should Jenny do with these risk events?

- A. The events should be determined if they need to be accepted or responded to.
- B. The events should be entered into the risk register.
- C. The events should continue on with quantitative risk analysis.
- D. The events should be entered into qualitative risk analysis.

Answer: B

NEW QUESTION 11

Beth is a project team member on the JHG Project. Beth has added extra features to the project and this has introduced new risks to the project work. The project manager of the JHG project elects to remove the features Beth has added. The process of removing the extra features to remove the risks is called what?

- A. Corrective action
- B. Preventive action
- C. Scope creep
- D. Defect repair

Answer: B

NEW QUESTION 16

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. Project gap
- B. Competitive gap
- C. Usage gap
- D. Product gap

Answer: C

NEW QUESTION 21

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

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

Answer: D

NEW QUESTION 25

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

NEW QUESTION 27

You are the project manager for your organization and you are working with Thomas, a project team member. You and Thomas have been working on a specific risk response for a probable risk event in the project. Thomas is empowered with a risk response and will control all aspects of the identified risk response in which a particular risk event will happen within the project. What title, in regard to risk, is bestowed on Thomas?

- A. Risk coordinator
- B. Risk expeditor
- C. Risk owner
- D. Risk team leader

Answer: C

NEW QUESTION 31

Val IT is a suite of documents that provide a framework for the governance of IT investments, produced by the IT Governance Institute (ITGI). It is a formal statement of principles and processes for IT portfolio management. Drag and drop the correct domain ('Portfolio management') next to the IT processes defined by Val IT.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 33

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: C

NEW QUESTION 36

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

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

Answer: D

NEW QUESTION 39

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

Answer: A

NEW QUESTION 43

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

NEW QUESTION 44

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 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.

- B. A risk audit is a review of all the risks that have yet to occur and what their probability of happening are.
- C. 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.
- 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: A

NEW QUESTION 45

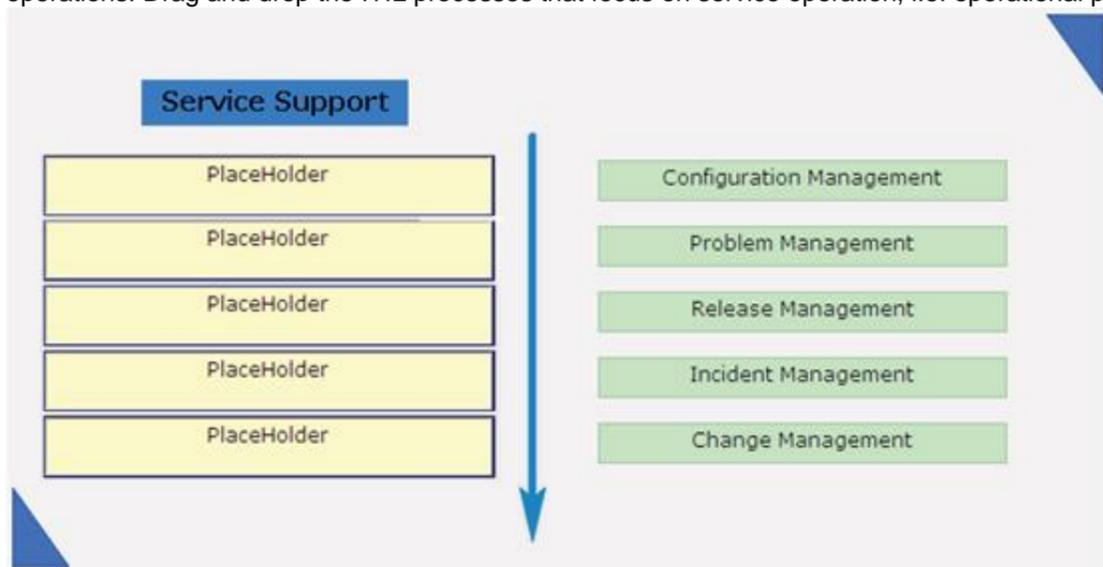
Which of the following concepts is a semi-standard structured report supported by proven design methods and automation tools that can be used by managers to keep track of the execution of activities by staff within their control and monitor the consequences arising from these actions?

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

Answer: B

NEW QUESTION 47

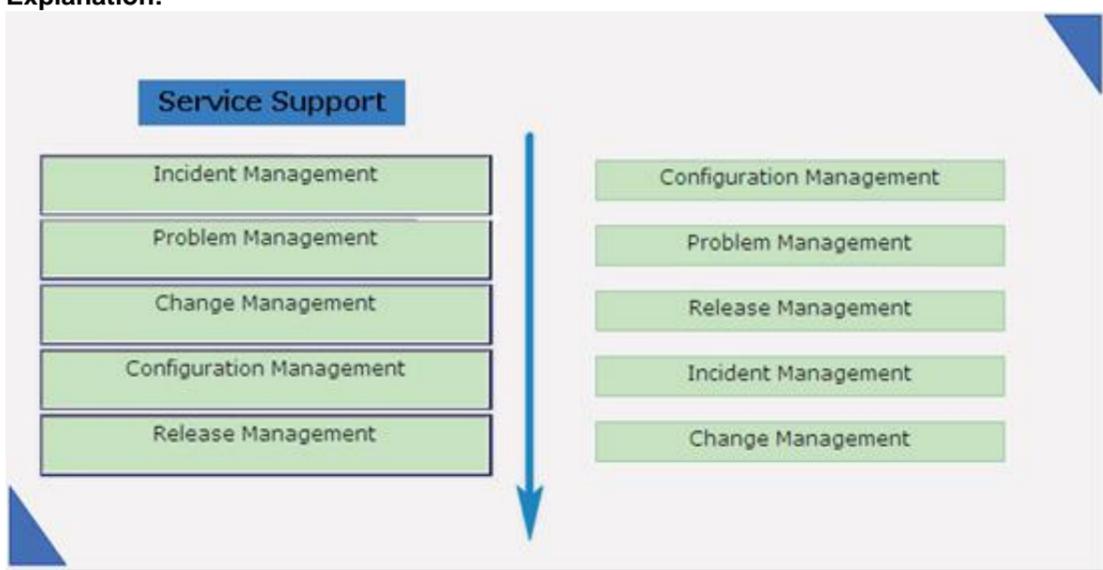
The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service operation, i.e. operational processes in Service Support, in the correct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



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 52

You are the project manager of a newly formed project to create a new manufacturing facility. You are working with a business analyst to identify, document, and prioritize stakeholders' needs for the facility. You'll also need to quantify any subjective terms and needs to define the project scope. What is this process called?

- A. Requirements analysis
- B. Project scope statement creation
- C. Requirements gathering
- D. Stakeholder analysis

Answer: D

NEW QUESTION 53

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

NEW QUESTION 55

You work as a project manager for BlueWell Inc. There has been a delay in your project work that is adversely affecting the project schedule. You decided, with your stakeholders' approval, to fast track the project work to get the project done faster. When you fast track the project which of the following are likely to increase?

- A. Costs
- B. Risks
- C. Human resource needs
- D. Quality control concerns

Answer: B

NEW QUESTION 56

Which of the following processes ensures that all vital assets and resources of the organization are safeguarded?

- A. Defining Resource Requirements process
- B. Cost estimating process
- C. Vendor contract administration process
- D. Risk management process

Answer: D

NEW QUESTION 60

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

Answer: ABC

NEW QUESTION 65

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

Answer: A

NEW QUESTION 67

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

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

Answer: C

NEW QUESTION 70

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

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

Answer: B

NEW QUESTION 71

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

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

Answer: A

NEW QUESTION 75

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

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

Answer: B

NEW QUESTION 78

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

Answer: C

NEW QUESTION 81

Choose and reorder the steps required in the development of business case.

The screenshot shows a software interface for developing a business case. It consists of two main panes. The left pane, titled "Steps for development of business case", is currently empty. The right pane, titled "Steps", contains a list of seven items: "Appraisal and optimization of risk", "Alignment analysis", "Nonfinancial benefit analysis", "Building a fact sheet with all the relevant data, followed by", "Strategic alignment", "Risk analysis", and "Financial benefit analysis". Between the panes are several small icons for moving items between lists. Below the panes, a note reads: "*Sequence of the selected item is not required."

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

This screenshot shows the same interface as the previous one, but with the steps reordered. The "Steps for development of business case" pane now contains the following list: "Building a fact sheet with all the relevant data, followed by", "Alignment analysis", "Financial benefit analysis", "Nonfinancial benefit analysis", "Risk analysis", and "Appraisal and optimization of risk". The "Steps" pane now only contains "Strategic alignment". The note below the panes remains: "*Sequence of the selected item is not required."

NEW QUESTION 83

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

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

Answer: D

NEW QUESTION 85

Sensitivity analysis is a technique for systematically changing parameters in a model to determine the effects of such changes and is useful for computer modelers for a range of purposes. Which of the following purposes does the sensitivity analysis include?
Each correct answer represents a complete solution. Choose all that apply.

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

Answer: ABD

NEW QUESTION 87

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. Be honest and truthful and do not hide the facts.
- B. Refer all questions about the outsourcing decision to management.
- C. Document all questions and create exact, formal answers in writing with management's approval.
- D. Don't share the details of the outsourcing decision.

Answer: A

NEW QUESTION 88

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

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

Answer: C

NEW QUESTION 89

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

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

Answer: C

NEW QUESTION 94

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 management plan
- C. Cost management plan
- D. Risk register

Answer: BCD

NEW QUESTION 97

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: C

NEW QUESTION 99

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

- A. Define Scope
- B. Identify Risks

- C. Plan Risk Responses
- D. Plan Risk Management

Answer: B

NEW QUESTION 100

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

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

Answer: B

NEW QUESTION 101

Which of the following are the main objectives of the Performance measurement domain? Each correct answer represents a complete solution. Choose all that apply.

- A. It satisfies the customer's need.
- B. It defines value creation roles within IT.
- C. It meets out the goals.
- D. It statistically controls the process sequences.

Answer: ACD

NEW QUESTION 104

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

NEW QUESTION 107

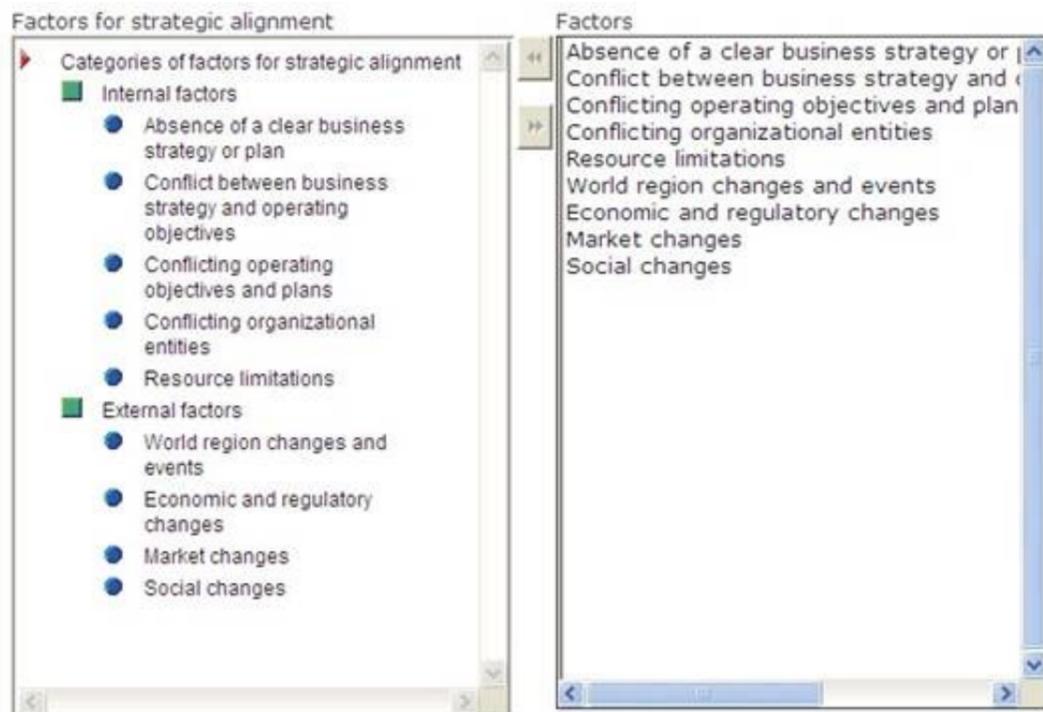
There are two categories of factors that complicate the notion of business-IT for achieving strategic alignment. Place the appropriate factors in their corresponding categories.

The screenshot shows a software interface for strategic alignment. On the left, there is a panel titled "Factors for strategic alignment" with a tree view showing "Categories of factors for strategic alignment" containing "Internal factors" and "External factors". On the right, there is a list of factors under the heading "Factors". The factors listed are: "Absence of a clear business strategy or...", "Conflict between business strategy and...", "Conflicting operating objectives and plan...", "Conflicting organizational entities", "Resource limitations", "World region changes and events", "Economic and regulatory changes", "Market changes", and "Social changes".

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 109

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

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

Answer: C

NEW QUESTION 110

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

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

Answer: B

NEW QUESTION 114

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

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

Answer: ACD

NEW QUESTION 115

As seen from the perspective of how the enterprise defines and executes business strategies to achieve its goals and objectives, which of the following elements does the ERM comprise of?

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

- A. Enhancing risk response decisions
- B. Providing integrated responses to few risks
- C. Reducing operational surprises and losses
- D. Aligning risk appetite and strategy

Answer: ACD

NEW QUESTION 119

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. RACI chart
- B. Roles and responsibility matrix
- C. Work breakdown structure

D. Resource breakdown structure

Answer: D

NEW QUESTION 122

You are the project manager of the GHY Project and would like to perform a review of your project from several different characteristics. You would like to review what worked in the project and what needed improvement. What type of analysis would be most appropriate for the end of project review?

- A. Feasibility study
- B. Product breakdown
- C. Business case study
- D. SWOT analysis

Answer: D

NEW QUESTION 126

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

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

Answer: A

NEW QUESTION 130

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

Answer: B

NEW QUESTION 135

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

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

Answer: A

NEW QUESTION 139

Availability Management allows organizations to sustain the IT service availability to support the business at a justifiable cost. Which of the following elements of Availability Management is used to perform at an agreed level over a period of time? Each correct answer represents a part of the solution. Choose all that apply.

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

Answer: ABCDEF

NEW QUESTION 142

Your project team has identified a project risk that must be responded to. The risk has been recorded in the risk register and the project team has been discussing potential risk responses for the risk event. The event is not likely to happen for several months but the probability of the event is high. Which one of the following is a valid response to the identified risk event?

- A. Risk audit
- B. Earned value management
- C. Corrective action
- D. Technical performance measurement

Answer: C

NEW QUESTION 147

Fill in the blank with an appropriate phrase.

The _____ provides investment management services to the firm and directs on how to take decisions on fund.

- A. fund manager

Answer: A

NEW QUESTION 148

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, the risks can be dismissed.
- C. Because they are low probability and low impact, Stephen should accept the risks.
- D. The low probability and low impact risks should be added to a watchlist for future monitoring.

Answer: D

NEW QUESTION 150

In which of the following methods of risk mitigation does the senior management approve the implementation of the controls that are recommended by the risk management team, and that will lower the risk to an acceptable level?

- A. Risk Avoidance
- B. Risk Alleviation
- C. Risk Limitation
- D. Risk Transference

Answer: B

NEW QUESTION 152

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

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

Answer: D

NEW QUESTION 155

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

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

Answer: B

NEW QUESTION 160

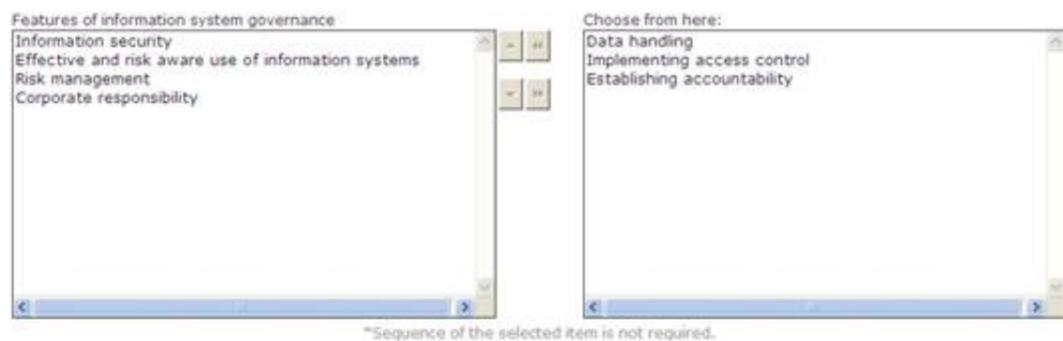
What is information system governance all about?



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 164

What is the key output handed over to Service Transition within Service Design?

- A. Business Perspective
- B. Service Portfolio Management
- C. ITIL Small-Scale Implementation
- D. Service Design Package

Answer: D

NEW QUESTION 166

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

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

Answer: ABCE

NEW QUESTION 167

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

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

Answer: A

NEW QUESTION 172

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

NEW QUESTION 177

Service Level Management provides for continual identification, monitoring and review of the levels of IT services specified in the service level agreements (SLAs).
What are the responsibilities of Service Level Management?
Each correct answer represents a part of the solution. Choose all that apply.

- A. Producing and maintaining a Service Catalog.
- B. Liaising with Availability Management.
- C. Ensuring that the agreed IT services are delivered.
- D. Ensuring the primary functions of the Service Desk.
- E. Ensuring that appropriate IT Service Continuity plans have been made.

Answer: ABCE

NEW QUESTION 178

Which of the following is a way of delivering value to customers by facilitating outcome that customers wish to get without the control of specific costs and risks?

- A. Processes
- B. Service Desk
- C. Functions
- D. Service

Answer: D

NEW QUESTION 181

Which of the following objectives can be the best coordinated with the Human resource management?

- A. Increasing the automation of the business processes
- B. Satisfying the business needs
- C. Rewarding employee fairly
- D. Focusing on the business improvements

Answer: B

NEW QUESTION 186

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

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

Answer: ABC

NEW QUESTION 190

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

Answer: C

NEW QUESTION 195

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 identification with the project team
- B. Risk audits
- C. Risk analysis
- D. Stakeholder analysis as the project team is a stakeholder

Answer: B

NEW QUESTION 198

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

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

Answer: D

NEW QUESTION 199

Ned is the project manager of the HNN project for your company. Ned has asked you to help him complete some probability distributions for his project. What portion of the project will you most likely use for probability distributions?

- A. Uncertainty in values such as duration of schedule activities
- B. Risk probability and impact matrixes
- C. Bias towards risk in new resources
- D. Risk identification

Answer: A

NEW QUESTION 202

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

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

D. Project management plan

Answer: D

NEW QUESTION 206

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

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

Answer: C

NEW QUESTION 211

You work as a project manager for BlueWell Inc. You have to communicate the causes of risk events to the stakeholders. Which risk diagramming technique you will use to communicate the causes of risk events to project stakeholders?

- A. Project network diagrams
- B. Ishikawa diagrams
- C. Process flow charts
- D. Influence diagrams

Answer: B

NEW QUESTION 213

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

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

Answer: C

NEW QUESTION 215

Which of the following sub-processes of Capacity Management is concerned with the management of the individual components of the IT Infrastructure?

- A. Capacity Management Reporting
- B. Business Capacity Management
- C. Service Capacity Management
- D. Resource Capacity Management

Answer: D

NEW QUESTION 216

Which of the following domains of COBIT covers the use of information & technology, and how best it can be used in a company to help achieve the company's goals and objectives?

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

Answer: C

NEW QUESTION 220

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

DESCRIPTION	LEVEL
It focuses on whether an organization or project performs a process that incorporates the BPs.	LEVEL 1
It focuses on project-level definition, planning, and performance issues.	LEVEL 2
It focuses on disciplined tailoring from defined processes at the organization level.	LEVEL 3
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 5
- LEVEL 3
- LEVEL 2
- LEVEL 1

NEW QUESTION 225

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

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

Answer: ABD

NEW QUESTION 227

What does the T in SWOT analysis mean?

- A. Time
- B. Trial
- C. Threats
- D. Test

Answer: C

NEW QUESTION 228

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 unknown event that can affect the project scope.
- B. It is an uncertain event that can affect at least one project objective.
- C. It is an uncertain event that can affect the project costs.
- D. It is an uncertain event or condition within the project execution.

Answer: B

NEW QUESTION 233

Which of the following are commonly used terms when discussing service improvement outcomes?

- * 1. Improvements
- * 2. Benefits
- * 3. Return On Investment (ROI)
- * 4. Value On Investment(VOI)
- * 5. Resources

- A. 2, 3, and 5 only
- B. 2, 3, 4, and 5 only
- C. 1, 2, 3, and 4 only
- D. 1, 2, and 4 only
- E. 1, 2, 3, 4, and 5

Answer: C

NEW QUESTION 238

Which of the following ISO standards defines the corporate governance of IT?

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

Answer: D

NEW QUESTION 239

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

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

Answer: A

NEW QUESTION 243

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

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

Answer: D

NEW QUESTION 247

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

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

Answer: B

NEW QUESTION 249

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

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

Answer: A

NEW QUESTION 250

In which of the following types of biases does the data collection itself interfere with the process it is measuring?

- A. Interaction
- B. Nonresponse
- C. Perception
- D. Operational

Answer: A

NEW QUESTION 251

Which of the following processes uses statistical evidences to determine progress toward specific defined organizational objectives?

- A. Resource management
- B. Risk management
- C. Value delivery
- D. Performance measurement

Answer: D

NEW QUESTION 255

Which of the following has the tendency or inclination of outlook that is a troublesome source of error in human sensing?

- A. Defect
- B. Bias (of measurement)
- C. Vulnerability
- D. Risk

Answer: B

NEW QUESTION 256

Which of the following areas focuses on aligning with the business and collaborative solutions?

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

Answer: B

NEW QUESTION 257

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

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

Answer: C

NEW QUESTION 258

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

NEW QUESTION 262

In which of the following components of the COSO ERM are the policies and procedures established and implemented to help ensure that the risk responses are effectively carried out?

- A. Control activity
- B. Risk assessment
- C. Risk response
- D. Event identification

Answer: A

NEW QUESTION 266

Which of the following factors influence the operating environment of an enterprise? Each correct answer represents a complete solution. Choose all that apply.

- A. Mission, vision and values of an enterprise
- B. Outcome measures
- C. Stakeholders values
- D. Industry practices

Answer: ACD

NEW QUESTION 271

You are using the IT BSC management tool to apply the practices of IT BSC to the IT function. You want to perform the following functions:

- Deliver value
- Manage cost
- Manage risks
- Achieve intercompany synergies

Which process of the IT BSC Measurement tool will you use?

- A. Future Orientation
- B. Operational excellence
- C. Corporate contribution
- D. Customer Orientation

Answer: C

NEW QUESTION 273

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

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

Answer: ABD

NEW QUESTION 274

Which of the following are the categories of IT-related spending or investments defined by the META group? Each correct answer represents a complete solution. Choose all that apply.

- A. Grow the business
- B. Strategic investment
- C. Transform the business
- D. Run the business

Answer: ACD

NEW QUESTION 276

Which of the following quadrant analysis identifies the key issues of cost containment, predictability or reliability, continual unit cost improvement, and benchmarking for justification?

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

Answer: C

NEW QUESTION 281

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 manages operational service performance.
- D. It measures and rewards individual and team performance.

Answer: ABD

NEW QUESTION 285

Which of the following guides provides risk and value statements to help identify and validate the need to execute each control objective?

- A. IT assurance guide
- B. IT control objectives for Basel II guide
- C. COBIT control practices guide
- D. IT control for Sarbanes Oxley guide

Answer: C

NEW QUESTION 288

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

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

Answer: D

NEW QUESTION 293

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

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

Answer: BC

NEW QUESTION 294

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

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

Answer: ABC

NEW QUESTION 295

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

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

Answer: A

NEW QUESTION 299

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: AB

NEW QUESTION 302

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

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

Answer: C

NEW QUESTION 307

Which of the following processes contained in the Portfolio Management domain of Val IT creates an overall portfolio view?

- A. PM8
- B. PM7
- C. PM9
- D. PM10

Answer: C

NEW QUESTION 311

Which of the following activity loops emphasizes on monitoring and deciding processes?

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

Answer: D

NEW QUESTION 315

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

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

Answer: D

NEW QUESTION 318

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

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

Answer: C

NEW QUESTION 320

Which of the following is concerned with fairness and transparency?

- A. Continual Service Improvement
- B. Service Support
- C. Service Strategy
- D. Governance

Answer: D

NEW QUESTION 325

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