

CGEIT Dumps

ISACA CGEIT Certification Practice Test

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NEW QUESTION 1

You are the project manager of the NHQ project for your company. You are working with your project team to complete a risk audit. A recent issue that your project team responded to, and management approved, was to increase the project schedule because there was risk surrounding the installation time of a new material. Your logic was that with the expanded schedule there would be time to complete the installation without affecting downstream project activities. What type of risk response is being audited in this scenario?

- A. Avoidance
- B. Mitigation
- C. Parkinson's Law
- D. Lag Time

Answer: A

NEW QUESTION 2

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

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

Answer: A

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

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

Answer: ABD

NEW QUESTION 5

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 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

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 8

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 9

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

Benchmarking is a continuous process that can be time consuming to do correctly. Which of the following guidelines for performing benchmarking identifies the critical processes and creates measurement techniques to grade the process?

- A. Research
- B. Adapt
- C. Plan
- D. Improve

Answer: C

NEW QUESTION 10

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 15

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 16

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 20

You work as a project manager for BlueWell Inc. You are working on a project and the management wants a rapid and cost-effective means for establishing priorities for planning risk responses in your project. Which risk management process can satisfy management's objective for your project?

- A. Quantitative analysis
- B. Qualitative risk analysis
- C. Historical information
- D. Rolling wave planning

Answer:

B

NEW QUESTION 24

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 28

What are the various phases of the Software Assurance Acquisition process according to the U.S. Department of Defense (DoD) and Department of Homeland Security (DHS) Acquisition and Outsourcing Working Group?

- A. Implementing, contracting, auditing, monitoring
- B. Requirements, planning, monitoring, auditing
- C. Designing, implementing, contracting, monitoring
- D. Planning, contracting, monitoring and acceptance, follow-on

Answer: D

NEW QUESTION 31

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

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

Answer: D

NEW QUESTION 32

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

NEW QUESTION 33

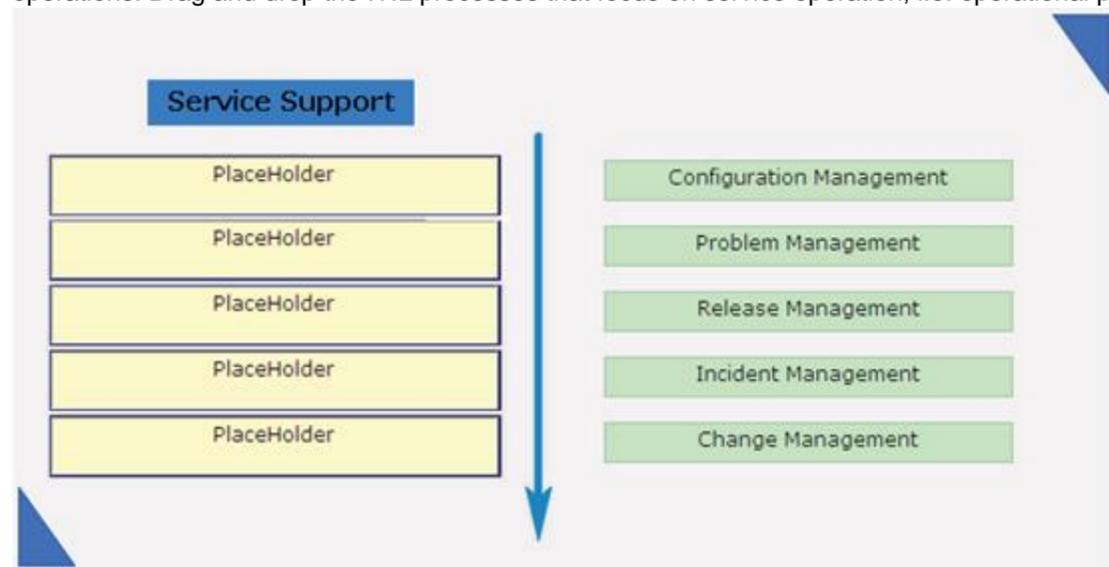
Which of the following concepts is a semi-standard structured report supported by proven design methods and automation tools that can be used by managers to keep track of the execution of activities by staff within their control and monitor the consequences arising from these actions?

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

Answer: B

NEW QUESTION 34

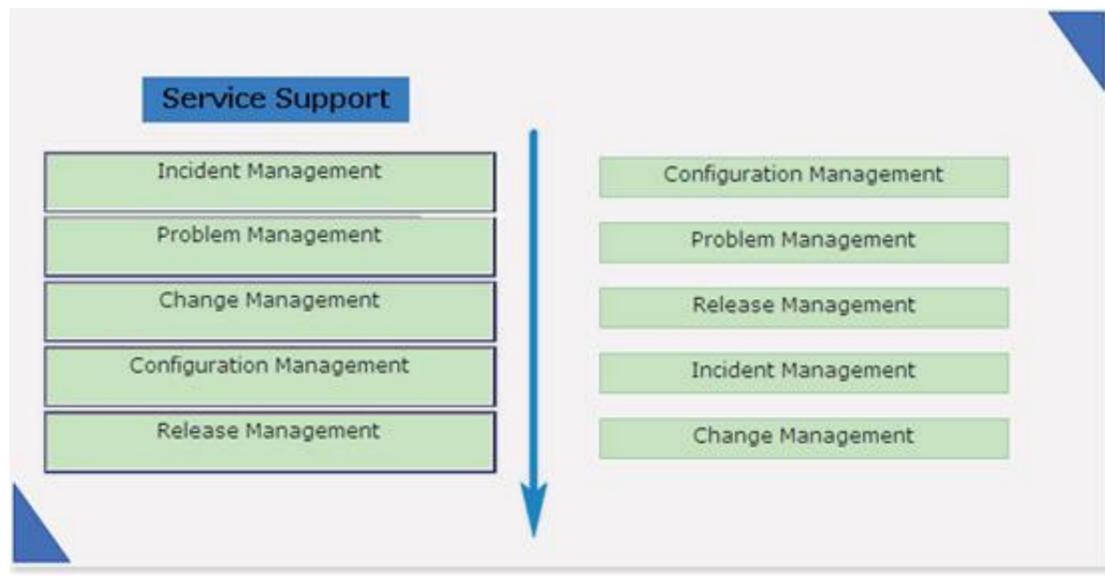
The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service operation, i.e. operational processes in Service Support, in the correct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



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 38

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. Programming and training
- D. Evaluation and acceptance

Answer: C

NEW QUESTION 43

IT Governance is used by the management to regulate the Information Systems, to accomplish its objectives. IT governance forms an integral part of corporate governance. Which of the following elements are required to implement a good IT governance framework? Each correct answer represents a complete solution. Choose all that apply.

- A. Communication
- B. Structure
- C. Project
- D. Process

Answer: ABD

NEW QUESTION 46

Fred is the project manager of the PKL project. He is working with his project team to complete the quantitative risk analysis process as a part of risk management planning. Fred understands that once the quantitative risk analysis process is complete, the process will need to be completed again in at least two other times in the project. When will the quantitative risk analysis process need to be repeated?

- A. Quantitative risk analysis process will be completed again after the risk response planning and as a part of monitoring and controlling.
- B. Quantitative risk analysis process will be completed again after the plan risk response planning and as part of procurement.
- C. Quantitative risk analysis process will be completed again after new risks are identified and as pa of monitoring and controlling.
- D. Quantitative risk analysis process will be completed again after the cost management planning an as a part of monitoring and controlling.

Answer: A

NEW QUESTION 49

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 54

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

Answer: D

NEW QUESTION 59

Elizabeth is a project manager for her organization and she finds risk management to be very difficult for her to manage. She asks you, a lead project manager, at what stage in the project will risk management become easier. What answer best resolves the difficulty of risk management practices and the effort required?

- A. Risk management only becomes easier the more often it is practiced.
- B. Risk management only becomes easier when the project is closed.
- C. Risk management is an iterative process and never becomes easier.
- D. Risk management only becomes easier when the project moves into project execution.

Answer: A

NEW QUESTION 61

You are the project manager of the AMD project for your organization. In this project, you are currently performing quantitative risk analysis. The tool and technique you are using is simulation where the project model is computed many times with the input values chosen at random for each iteration. The goal is to create a probability distribution from the iterations for the project schedule. What technique will you use with this simulation?

- A. Pareto modeling
- B. Expected Monetary Value
- C. Monte Carlo Technique
- D. Analogous modeling

Answer: C

NEW QUESTION 62

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

NEW QUESTION 66

Which of the following are parts of SWOT Analysis?
Each correct answer represents a complete solution. Choose all that apply.

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

Answer: BCDF

NEW QUESTION 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 72

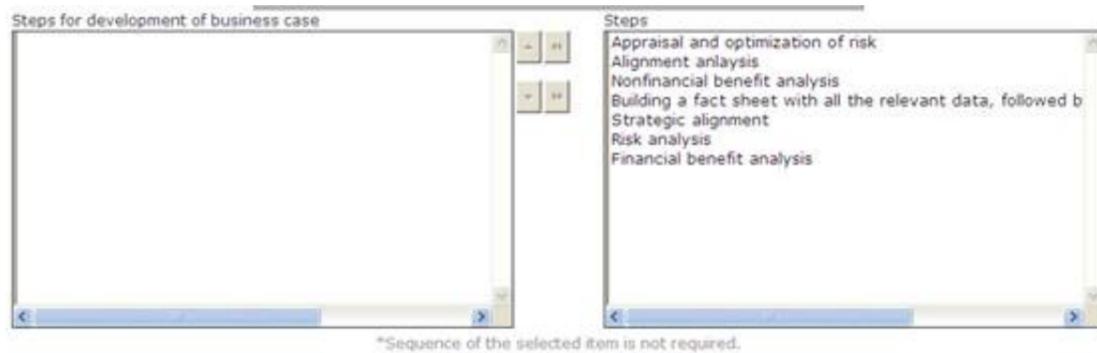
Which document refers to the steps that must be taken if there is a major gap in the projected delivery quality of a service and the actual delivery?

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

Answer: A

NEW QUESTION 73

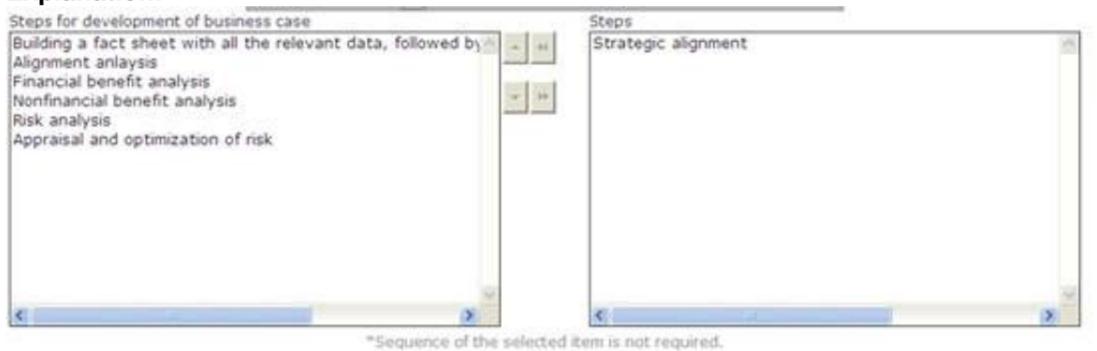
Choose and reorder the steps required in the development of business case.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 77

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 82

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 processes are involved under the COBIT framework? Each correct answer represents a complete solution. Choose all that apply.

- A. Managing the IT workforce.
- B. Correcting all risk issues.
- C. Conducting IT risk assessments.
- D. Developing a strategic plan.

Answer: ACD

NEW QUESTION 90

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

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

Answer: B

NEW QUESTION 92

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

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

Answer: A

NEW QUESTION 93

Amy is the project manager for her company. In her current project the organization has a very low tolerance for risk events that will affect the project schedule. Management has asked Amy to consider the affect of all the risks on the project schedule. What approach can Amy take to create a bias against risks that will affect the schedule of the project?

- A. She can filter all risks based on their affect on schedule versus other project objectives.
- B. She can have the project team pad their time estimates to alleviate delays in the project schedule
- C. She can shift risk-laden activities that affect the project schedule from the critical path as much a possible.
- D. She can create an overall project rating scheme to reflect the bias towards risks that affect the project schedule.

Answer: D

NEW QUESTION 95

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 96

A project manager must have certain interpersonal skills to communicate with stakeholders and manage their expectations of the project work. Which of the following interpersonal skills has been identified as one of the biggest reasons for project success or failure?

- A. Motivation
- B. Influencing
- C. Political and cultural awareness
- D. Communication

Answer: D

NEW QUESTION 97

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 102

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

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

D. Risk Urgency Assessment

Answer: C

NEW QUESTION 105

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 106

Which of the following architecture domains for TOGAF describes the structure of an organization's logical and physical data assets and the associated data management resources?

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

Answer: C

NEW QUESTION 107

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

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

Answer: B

NEW QUESTION 109

Which of the following process groups is the most efficient at providing resources to the development of the procurement process?

- A. Acquisition process
- B. Contract management
- C. Process management
- D. Resource management

Answer: A

NEW QUESTION 110

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 113

Lisa is the project manager of the FKN project for her organization. She is working with Sam, the CIO, to discuss a discount the vendor has offered the project based on the amount of materials that is ordered. Lisa and Sam review the offer and agree that while their project may qualify for the discounted materials the savings is nominal and they would not necessarily pursue the savings. Lisa documents this positive risk response in the risk register. What risk response is this?

- A. Share
- B. Acceptance
- C. Enhance
- D. Transference

Answer: B

NEW QUESTION 118

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 122

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 127

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 129

Which of the following is a continuous process of comparing performance with desired objectives to identify opportunities for improvement, and is conducted by individuals, groups, or organizations relating to their own work?

- A. Management Assessment
- B. Continuous improvement
- C. Self Assessment
- D. Control

Answer: C

NEW QUESTION 131

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 132

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

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

Answer: C

NEW QUESTION 137

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: ACD

NEW QUESTION 141

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

Answer: D

NEW QUESTION 144

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

Answer: B

NEW QUESTION 149

What is information system governance all about?



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 154

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 155

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 157

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 160

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: C

NEW QUESTION 162

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 163

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 168

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 171

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

Answer: ACD

NEW QUESTION 174

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 178

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

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

Answer: B

NEW QUESTION 181

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 184

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 185

Event Management, Problem Management, Access Management, and Request Fulfillment are part of which of the following stages of the Service Lifecycle?

- A. Service Strategy
- B. Service Transition
- C. Continual Service Improvement
- D. Service Operation

Answer: D

NEW QUESTION 186

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 189

Fill in the blank with an appropriate phrase.

_____ are activities that are dangerous to complete and manage such as construction, electrical work, or manufacturing.

- A. Pure risks

Answer: A

NEW QUESTION 191

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

DESCRIPTION	ACTIVITY LOOPS
It emphasizes on monitoring and deciding of processes.	<div style="text-align: center;">Drop Here</div> <div style="text-align: right;">Loop 3</div>
It describes the improvement of the existing processes.	<div style="text-align: center;">Drop Here</div> <div style="text-align: right;">Loop 2</div>
It describes the creation of new processes.	<div style="text-align: center;">Drop Here</div> <div style="text-align: right;">Loop 1</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

DESCRIPTION	ACTIVITY LOOPS
It emphasizes on monitoring and deciding of processes.	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid green; padding: 2px;">Loop 1</div> <div style="border: 1px solid green; padding: 2px;">Loop 3</div> </div>
It describes the improvement of the existing processes.	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid green; padding: 2px;">Loop 2</div> <div style="border: 1px solid green; padding: 2px;">Loop 2</div> </div>
It describes the creation of new processes.	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid green; padding: 2px;">Loop 3</div> <div style="border: 1px solid green; padding: 2px;">Loop 1</div> </div>

NEW QUESTION 195

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 198

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 203

Fred is the project manager of a large project in his organization. Fred needs to begin planning the risk management plan with the project team and key stakeholders. Which plan risk management process tool and technique should Fred use to plan risk management?

- A. Planning meetings and analysis
- B. Variance and trend analysis
- C. Data gathering and representation techniques
- D. Information gathering techniques

Answer: A

NEW QUESTION 208

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.	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid yellow; padding: 2px;">Drop Here</div> <div style="border: 1px solid green; padding: 2px;">LEVEL 5</div> </div>
It focuses on project-level definition, planning, and performance issues.	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid yellow; padding: 2px;">Drop Here</div> <div style="border: 1px solid green; padding: 2px;">LEVEL 3</div> </div>
It focuses on disciplined tailoring from defined processes at the organization level.	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid yellow; padding: 2px;">Drop Here</div> <div style="border: 1px solid green; padding: 2px;">LEVEL 2</div> </div>
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.	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid yellow; padding: 2px;">Drop Here</div> <div style="border: 1px solid green; padding: 2px;">LEVEL 1</div> </div>

- 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	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 213

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

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

Answer: C

NEW QUESTION 216

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

Answer: A

NEW QUESTION 218

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 220

Which of the following processes contained in the Portfolio Management domain of Val IT identifies resource requirements?

- A. PM5
- B. PM3
- C. PM2
- D. PM4

Answer: C

NEW QUESTION 224

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 227

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

NEW QUESTION 232

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 235

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

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

Answer: D

NEW QUESTION 237

Which of the following phases in SDLC transforms the detailed requirements into complete, detailed system design document?

- A. Planning
- B. Design
- C. Development
- D. Initiation

Answer: B

NEW QUESTION 241

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: B

NEW QUESTION 245

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

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

Answer: B

NEW QUESTION 248

Which of the following risk functions directs the Sarbanes-Oxley Section 302 and 404 assessments?

- A. Operations management
- B. Accounting / Financial compliance
- C. Operational Quality Assurance
- D. Compliance & Ethics

Answer: B

NEW QUESTION 250

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

NEW QUESTION 254

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 258

Which of the following categories describes the value added by the process divided by the value of the labor and capital consumed?

- A. Quality
- B. Timeliness
- C. Quantity
- D. Productivity

Answer: D

NEW QUESTION 261

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 262

Which of the following areas addresses the safeguarding of IT assets, disaster recovery and continuity of operations?

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

Answer: B

NEW QUESTION 263

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

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

Answer: D

NEW QUESTION 264

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 268

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 272

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 276

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 281

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 286

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 288

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 292

Which of the following are the process control objectives for the process controls embedment? Each correct answer represents a complete solution. Choose all that apply.

- A. Process ownership
- B. Process goals and objectives
- C. Process repeatability
- D. Process availability

Answer: ABC

NEW QUESTION 295

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

Answer: B

NEW QUESTION 298

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. Information and communication
- B. Internal environment
- C. Monitoring
- D. Objectives setting

Answer: A

NEW QUESTION 302

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 305

Which of the following guides provides guidance on how COBIT is useful in supporting a variety of assurance tasks, along with the recommended testing steps that are aligned with the control practices?

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

Answer: C

NEW QUESTION 309

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.

- A. communication plan

Answer: A

NEW QUESTION 313

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 provide service feedback to providers
- B. Strategy execution
- C. Ability to undertake successful mergers and acquisitions
- D. Clarity of strategy

Answer: BCD

NEW QUESTION 317

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

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

Answer: C

NEW QUESTION 322

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 323

Which of the following individuals provides the funding, and want to see the return on their investment and strategic alignment with their strategic objectives?

- A. Compliance officers
- B. Internal auditors
- C. Business partners
- D. Product suppliers

Answer: C

NEW QUESTION 325

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 326

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

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

Answer: B

NEW QUESTION 328

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 330

Which of the following individuals provides service feedback to the providers?

- A. Compliance officers
- B. User representatives
- C. Project sponsors
- D. Suppliers

Answer: B

NEW QUESTION 331

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

NEW QUESTION 333

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

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

Answer: B

NEW QUESTION 337

Which of the following types of risks includes currency risk, liquidity risk, and technology obsolescence?

- A. Asset risk
- B. Operational risk
- C. Hazard risk
- D. Strategic risk

Answer: A

NEW QUESTION 340

Which of the following is the process of identifying and assessing factors that may jeopardize the success of a project or the achievement of a goal?

- A. Risk retention
- B. Risk identification
- C. Risk communication
- D. Risk analysis

Answer: D

NEW QUESTION 344

Which of the following functions of HR department is liable for attitude surveys, labor relation, employee handbook, and labor law compliance?

- A. Personnel policy
- B. Employee relation
- C. Compensation and benefit
- D. Analysis and design for work

Answer: B

NEW QUESTION 348

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

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

Answer: B

NEW QUESTION 352

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