

## 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**

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

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

**Answer:** B

**NEW QUESTION 3**

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

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

**Answer:** ABD

**NEW QUESTION 4**

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 5**

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 6**

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 7**

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 8**

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 9**

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

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

**Answer:** B

**NEW QUESTION 10**

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 10**

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 12**

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 14**

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 16**

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

- A. Workflow, Process Management, Tracking and Authorization
- B. Portfolio Management

- C. Integrated Dashboards and Scorecards  
D. Portfolio What-If Planning

**Answer:** C

**NEW QUESTION 20**

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 23**

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 26**

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 31**

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

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

**Answer:** D

**NEW QUESTION 36**

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 41**

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

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

**Answer:** B

**NEW QUESTION 44**

Which of the following is the main objective of business process outsourcing?

- A. Realigning business process with business strategy
- B. Permitting the enterprise to focus on core main competences
- C. Optimizing business processes
- D. Increasing the automation of business processes

**Answer:** B

**NEW QUESTION 47**

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 49**

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 51**

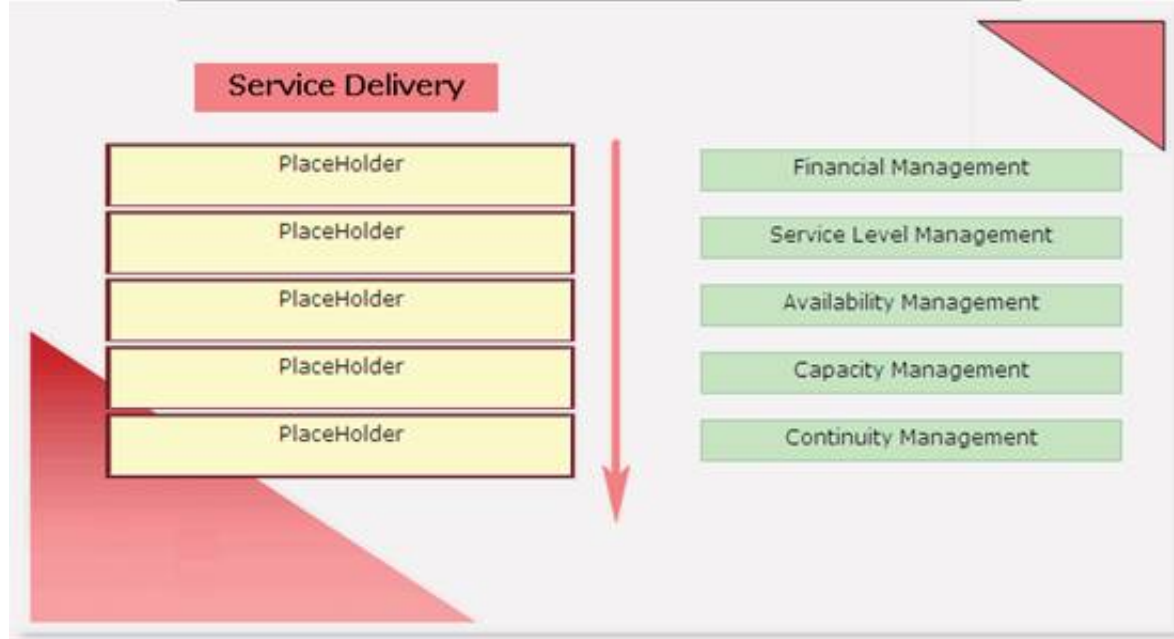
Which of the following processes ensures that all vital assets and resources of the organization are safeguarded?

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

**Answer:** D

**NEW QUESTION 53**

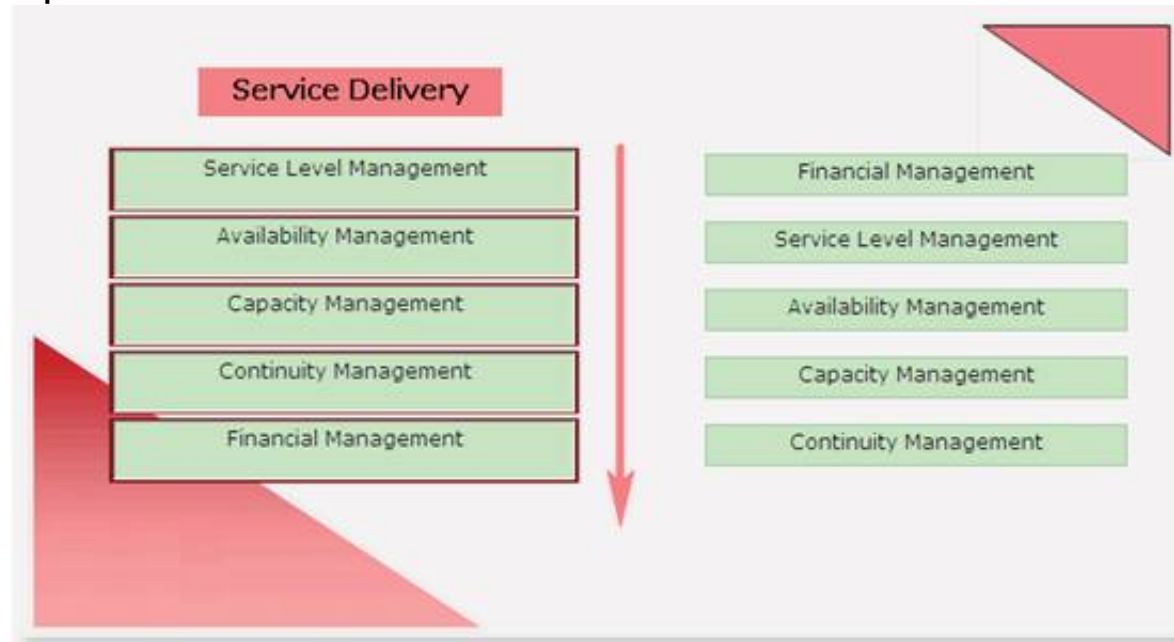
The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service planning, i.e. tactical processes in Service Delivery, in the correct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



- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 57**

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 61**

Robert is the business analyst for his organization and he's working with several stakeholders to identify the business need for an opportunity. Robert needs to identify the stakeholder that will be responsible for authorizing the actions needed in order to meet the identified business need.

Which stakeholder does Robert need to identify?

- A. Regulator
- B. Implementation Subject Matter Expert
- C. Sponsor
- D. Customer

**Answer:** C

#### NEW QUESTION 64

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 66

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 67

You are the project manager for your company and a new change request has been approved for your project. This change request, however, has introduced several new risks to the project. You have communicated these risk events and the project stakeholders understand the possible effects these risks could have on your project. You elect to create a mitigation response for the identified risk events. Where will you record the mitigation response?

- A. Risk log
- B. Risk management plan
- C. Risk register
- D. Project management plan

**Answer:** C

#### NEW QUESTION 69

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 71

Which of the following responsibilities are performed by the core team of IT governance? Each correct answer represents a complete solution. Choose all that apply.

- A. Provide service feedback to providers.
- B. Undertake core tasks.
- C. Define plan and deliverables.
- D. Report on process.

**Answer:** BCD

#### NEW QUESTION 73

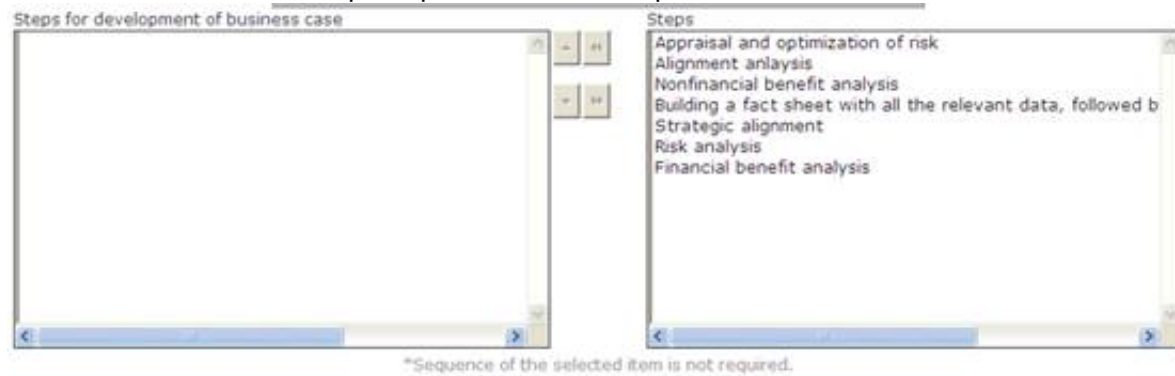
Which of the following roles in Service Design is responsible for delivering a particular service within the agreed service levels and also acts as the counterpart of the Service Level Manager when negotiating OLAs?

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

**Answer:** C

#### NEW QUESTION 76

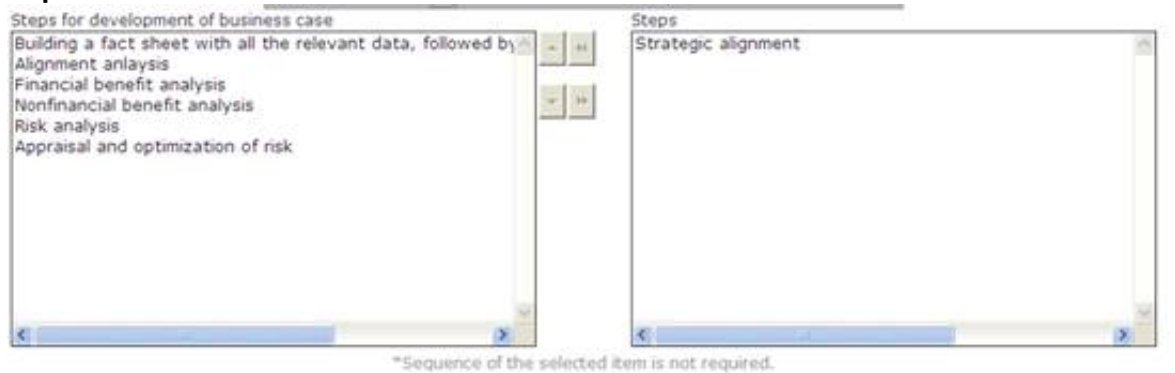
Choose and reorder the steps required in the development of business case.



- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**



#### NEW QUESTION 81

Harold is the project manager of a large project in his organization. He has been actively communicating and working with the project stakeholders. One of the outputs of the manage stakeholder expectations process can actually create new risk events for Harold's project. Which output of the manage stakeholder expectations process can create risks?

- A. Project management plan updates
- B. Project document updates
- C. Change requests
- D. Organizational process assets updates

**Answer: C**

#### NEW QUESTION 86

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 91

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 95

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 as 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 97**

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

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

**Answer:** C

**NEW QUESTION 98**

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 103**

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 107**

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 109**

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 113**

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

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

**Answer:** BCD

**NEW QUESTION 116**

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 120**

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 124**

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

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

**Answer:** D

**NEW QUESTION 128**

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 132**

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 135**

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 137**

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 141**

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

- A. Risk utility function

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

**Answer:** A

#### NEW QUESTION 146

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 151

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 152

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 156

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 159

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 162

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 166

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 171**

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 172**

Which of the following frameworks is for enterprise architecture, and provides a comprehensive approach to the design, planning, implementation, and governance of an enterprise information architecture?

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

**Answer:** A

#### **NEW QUESTION 177**

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 179**

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 181**

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

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

**Answer:** A

#### **NEW QUESTION 185**

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

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

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

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

#### NEW QUESTION 189

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 190

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 195

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 200

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

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

**Answer:** D

#### NEW QUESTION 204

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 207

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 209

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

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

**Answer:** C

#### NEW QUESTION 213

For the entire IT organizations to be agile, all members of the IT organizations need to understand the need for agility and be committed to this process. Which of the following working principles or activity loops are involved for the IT organizations to be agile? Each correct answer represents a complete solution. Choose all that apply.

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

**Answer:** ACD

#### NEW QUESTION 215

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 219

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 222

You are the project manager of the NGQQ Project for your company. To help you communicate project status to your stakeholders, you are going to create a stakeholder register. All of the following information should be included in the stakeholder register except for which one?

- A. Stakeholder management strategy
- B. Assessment information of the stakeholders' major requirements, expectations, and potential influence
- C. Stakeholder classification of their role in the project
- D. Identification information for each stakeholder

**Answer:** A

**NEW QUESTION 224**

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 229**

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

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

**Answer:** A

**NEW QUESTION 234**

Which of the following outsourcing defines the performance objectives reached by negotiation between the user and the provider of a service, or between an outsourcer and an organization?

- A. Service level Agreement (SLA)
- B. Proposal
- C. Contract
- D. Outsource

**Answer:** A

**NEW QUESTION 239**

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 242**

Shawn is the project manager of the WHT Project for his company. In this project Shawn's team reports that they have found a way to complete the project work for less cost than what was originally planned. The project team presents a new software that will help to automate the project work. While the software and the associated training costs \$25,000 it will save the project nearly \$65,000 in total costs. Shawn agrees to the software and changes to the project management plan accordingly. What type of risk response has been used in this instance?

- A. Enhancing
- B. Accepting
- C. Avoidance
- D. Exploiting

**Answer:** D

**NEW QUESTION 243**

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 245**

You work as the project manager for Bluewell Inc. You are working on NGQQ Project for your company. You have completed the risk analysis processes for the risk events. You and the project team have created risk responses for most of the identified project risks. Which of the following risk response planning techniques will you use to shift the impact of a threat to a third party, together with the responses?

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

**Answer:**

A

**NEW QUESTION 248**

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 251**

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	LEVEL 5
It focuses on project-level definition, planning, and performance issues.	Drop Here	LEVEL 3
It focuses on disciplined tailoring from defined processes at the organization level.	Drop Here	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.	Drop Here	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	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 252**

You are the project manager of a large construction project. Part of the project involves the wiring of the electricity in the building your project is creating. You and the project team determine the electrical work is too dangerous to perform yourself so you hire an electrician to perform the work for the project. This is an example of what type of risk response?

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

**Answer:** C

**NEW QUESTION 256**

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 261**

What does the T in SWOT analysis mean?

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

**Answer:** C

**NEW QUESTION 266**

Which of the following components work to support achievements of the enterprise's mission, strategies, and related business objectives in an internal control system?

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

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

**Answer:** ABD

**NEW QUESTION 270**

Where can a project manager find risk-rating rules?

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

**Answer:** D

**NEW QUESTION 273**

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

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

**Answer:** C

**NEW QUESTION 276**

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

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

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

**Answer:** ABC

**NEW QUESTION 277**

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 278**

Which of the following roles is used to ensure that the confidentiality, integrity, and availability of the services are maintained to the levels approved on the Service Level Agreement (SLA)?

- A. The Service Level Manager
- B. The Configuration Manager

- C. The IT Security Manager
- D. The Change Manager

**Answer:** C

**NEW QUESTION 281**

Which of the following processes contained in the Portfolio Management domain of Val IT establishes an investment threshold?

- A. PM4
- B. PM7
- C. PM6
- D. PM5

**Answer:** C

**NEW QUESTION 282**

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 283**

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

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

**Answer:** B

**NEW QUESTION 285**

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 288**

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

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

**Answer:** B

**NEW QUESTION 292**

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 294**

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 299**

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 303**

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 304**

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 306**

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 307**

Which of the following areas tracks the project delivery, and monitors the IT services?

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

**Answer:** B

**NEW QUESTION 308**

Which of the following individuals ensures that IT complies with policy, laws and regulations?

- A. Project sponsor
- B. Compliance officer
- C. Supplier
- D. Business partner

**Answer:** B

**NEW QUESTION 310**

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

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

**Answer:** A

**NEW QUESTION 314**

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

- A. Business Executive
- B. CEO

- C. CIO
- D. IT Strategy Committee

**Answer:** A

#### NEW QUESTION 318

Which of the following attributes are the COBIT's generic maturity model attributes? Each correct answer represents a complete solution. Choose all that apply.

- A. Policies, plans and procedures
- B. Tools and automation
- C. Awareness and communication
- D. Availability and accessibility

**Answer:** ABC

#### NEW QUESTION 323

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

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

**Answer:** ABD

#### NEW QUESTION 324

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

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

**Answer:** A

#### NEW QUESTION 327

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 329

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 332

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

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

**Answer:** D

#### NEW QUESTION 335

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 337**

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 339**

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 344**

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 346**

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 350**

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 354**

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 358**

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 359**

Which of the following is a non repetitive set of tasks that lead to the achievement of a new objective?

- A. Plan
- B. Strategy
- C. Techniques
- D. Tactics

**Answer:** A

**NEW QUESTION 360**

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 364**

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 369**

What is the major goal of risk management in the decision-making process?

- A. To manage the clients
- B. To manage the time
- C. To manage the resources
- D. To manage the uncertainty

**Answer:** D

**NEW QUESTION 371**

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 373**

Which of the following risk functions ensures the product/service alignment with the customer requirements?

- A. Accounting
- B. Marketing
- C. Strategic planning
- D. Credit

**Answer:** B

**NEW QUESTION 377**

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 382**

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 385**

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 388**

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 392**

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