

# CGEIT<sup>Q&As</sup>

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**QUESTION 1**

Which of the following is the MOST important consideration when developing a new IT service\?

- A. Return on investment (ROI)
- B. Resource requirements.
- C. Service level agreements (SLAs)
- D. Economies of scale

Correct Answer: A

**QUESTION 2**

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.

Select and Place:

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

Correct Answer:

Monitor and evaluate IT performance

ME1

Monitor and evaluate internal control

ME2

Ensure regulatory compliance

ME3

Provide IT governance

ME4

ME0

### QUESTION 3

A multinational enterprise is planning to migrate to cloud-based systems. Which of the following should be of MOST concern to the risk management committee?

- A. Cost considerations
- B. Regulatory compliance
- C. Resource alignment
- D. Security breaches

Correct Answer: B

### QUESTION 4

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

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

Correct Answer: C

### QUESTION 5

An IT steering committee is concerned that enterprise technologies have grown stagnant and are outdated. Which of the following is the BEST strategy to invest in modern technology?

- A. Decrease spending on steady state and increase spending on modernization and enhancements.
- B. Redefine the target architecture to define new technologies that can be incorporated into the infrastructure.
- C. Create a new investment category for innovation that becomes a new way for tracking investment decisions.
- D. Update the IT human resource management plan to require training and development for emerging technologies.

Correct Answer: B

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#### QUESTION 6

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

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

Correct Answer: C

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#### QUESTION 7

When evaluating the process for acquiring third-party IT resources, management identified several suppliers with repeated downtime issues impacting the enterprise. Which of the following is the BEST approach to help ensure future service delivery in accordance with business objectives?

- A. Establish key performance indicators (KPIs)
- B. Appoint a procurement oversight committee
- C. Establish key risk indicators (KRIs).
- D. Implement contract monitoring.

Correct Answer: A

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#### QUESTION 8

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

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

D. Issue frequent service level satisfaction surveys.

Correct Answer: B

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#### QUESTION 9

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

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

Correct Answer: B

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#### QUESTION 10

A new CIO has been charged with updating the IT governance structure. Which of the following is the MOST important consideration to effectively influence organizational and process change?

- A. Obtaining guidance from consultants
- B. Aligning IT services to business processes
- C. Redefining the IT risk appetite
- D. Ensuring the commitment of stakeholders

Correct Answer: D

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#### QUESTION 11

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

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

Correct Answer: A

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#### QUESTION 12

Which of the following is the BEST method for making a strategic decision to invest in cloud services?

- A. Prepare a business case.
- B. Prepare a request for information (RFI),
- C. Benchmarking.
- D. Define a balanced scorecard.

Correct Answer: A

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### QUESTION 13

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

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

Correct Answer: B

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### QUESTION 14

Which of the following are PRIMARY factors in ensuring the success of an enterprise quality assurance program?

- A. Enterprise risk appetite and tolerance
- B. Risk management and control frameworks
- C. Continuous improvement plans
- D. A process maturity framework and documented procedures

Correct Answer: C

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### QUESTION 15

Which of the following is MOST important for the effective design of an IT balanced scorecard?

- A. On-demand reporting and continuous monitoring
- B. Consulting with the CIO
- C. Emphasizing the financial results

D. Identifying appropriate key performance indicators (KPIs)

Correct Answer: D

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