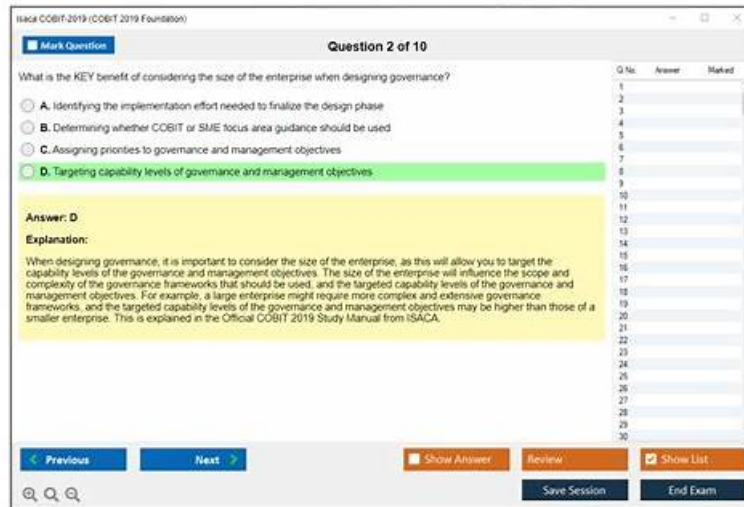


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## COBIT-2019 Questions



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## ISACA COBIT 2019 Foundation Sample Questions (Q108-Q113):

### NEW QUESTION # 108

An enterprise plans to outsource all of its noncore IT operations but wants to ensure the proper level of governance, risk and

compliance (GRC) controls. Which of the following governance and management objectives would provide the MOST relevant management practices for the enterprise?

- A. AP013 Managed Security
- B. APO10 Managed Vendors
- C. AP012 Managed Risk
- **D. APO09 Managed Service Agreements**

**Answer: D**

Explanation:

Explanation

The management objective APO09 Managed Service Agreements involves ensuring that IT services are delivered in accordance with agreed-upon service levels and costs. This management objective covers the activities of defining, negotiating, establishing, monitoring, reporting, and reviewing service agreements between service providers and service consumers. This management objective is most relevant for an enterprise that plans to outsource all of its noncore IT operations but wants to ensure the proper level of governance, risk and compliance (GRC) controls. By applying this management objective, the enterprise can improve its service governance and management capabilities, ensure alignment of IT services with business strategy and objectives, enhance service performance and outcomes, and increase service consumer satisfaction and value realization. This management objective also involves ensuring that the outsourced IT services comply with the applicable laws, regulations, standards, guidelines, contracts, or agreements that govern the information and technology activities of the enterprise, as well as with the enterprise's policies, procedures, processes, practices, etc. This management objective also involves managing the risks associated with outsourcing IT services such as loss of control, vendor lock-in, quality issues, security breaches, etc. References: : COBIT 2019 Process Reference Guide: Governance and Management Objectives: page 63-65 : COBIT 2019 Implementation Guide: page 49-50

#### NEW QUESTION # 109

Which of the following is determined at each level of a capability maturity model?

- **A. How well a process is implemented and performing at a given level**
- B. Who is responsible for ensuring all activities at a given level are performed successfully
- C. Which internal policies are relevant to a process at a given level

**Answer: A**

Explanation:

A capability maturity model is a tool that assesses how well a process is implemented and performing at a given level, ranging from 0 (non-existent) to 5 (optimized). Each level defines a set of attributes that describe the characteristics of the process at that level, such as process performance, process documentation, process control, process measurement, etc. The model is based on the COBIT 2019 Process Assessment Model4, page

11. References: 4: COBIT 2019 Process Assessment Model | Digital | English

#### NEW QUESTION # 110

Which of the following BEST enables an enterprise to show and prove the benefits realized from the implementation of an EGIT program plan?

- A. Adopting performance metrics that are easy to achieve
- B. Delivering a solution from a long-term and complex project
- C. Tracking expected benefits and targets until program implementation
- **D. Communicating the results and benefits in business impact terms**

**Answer: D**

Explanation:

Explanation

The best way to enable an enterprise to show and prove the benefits realized from the implementation of an EGIT program plan is to communicate the results and benefits in business impact terms. The EGIT program plan is a document that describes the rationale, objectives, scope, approach, benefits, costs, risks, and timeline of the EGIT implementation program. The EGIT implementation program is a program that involves designing and implementing a governance system for an enterprise using COBIT 2019.

Communicating the results and benefits in business impact terms means using appropriate tools, methods, formats, frequencies, etc., to report on the progress and outcomes of the EGIT implementation program to relevant stakeholders such as the board, executives, business managers, IT managers, etc., using language and metrics that demonstrate how the program has contributed to achieving the enterprise's strategy, objectives, performance, value, etc. By communicating the results and benefits in business impact terms, an enterprise can ensure that it has a clear and compelling evidence of the value and benefits delivered by the EGIT implementation program, that it has met stakeholder requirements and expectations, that it has obtained stakeholder feedback and recognition, that it has enhanced stakeholder trust and confidence, etc.<sup>12</sup> References: 1: COBIT 2019 Implementation Guide: page 51-52 2: COBIT 2019 Framework: Governance and Management Objectives: page 19-20

#### NEW QUESTION # 111

Recognizing and rewarding EGIT implementation program performance is MOST beneficial when:

- A. reviewing the effectiveness of the program.
- **B. measuring realized program benefits.**
- C. executing the program plan.
- D. assigning key tasks to defined roles.

**Answer: B**

Explanation:

According to the COBIT 2019 Design Guide, recognizing and rewarding EGIT implementation program performance is most beneficial when measuring realized program benefits [1]. This is because measuring the realized program benefits allows for continuous feedback and evaluation, which can help to identify areas where the program can be improved and where additional resources may be needed to achieve desired outcomes. Additionally, measuring realized program benefits helps to ensure that the program is appropriately rewarded for its successes and helps to motivate the team to continue working towards successful program outcomes.

#### NEW QUESTION # 112

What is the KEY benefit of considering the size of the enterprise when designing governance?

- **A. Targeting capability levels of governance and management objectives**
- B. Assigning priorities to governance and management objectives
- C. Identifying the implementation effort needed to finalize the design phase
- D. Determining whether COBIT or SME focus area guidance should be used

**Answer: A**

Explanation:

Explanation

The size of the enterprise is a design factor that describes the scale or magnitude of an enterprise's information and technology activities in terms of aspects such as number of employees, customers, locations, products, services, processes, systems, data, etc. The size of the enterprise influences the governance and management of information and technology in terms of the level of complexity, diversity, variability, standardization, centralization, decentralization, etc., that are required for its information and technology activities. The key benefit of considering the size of the enterprise when designing governance is targeting capability levels of governance and management objectives. The capability levels are a measure of how well an enterprise performs its information and technology governance and management processes in terms of process attributes such as process performance, process definition, process deployment, process measurement, process control, process optimization, etc. The capability levels range from 0 (incomplete) to 5 (optimizing), indicating the degree of maturity and effectiveness of an enterprise's information and technology governance and management processes. The governance and management objectives are the statements of what an enterprise wants to achieve in terms of its information and technology governance. The governance and management objectives are derived from the enterprise goals, which are the high-level statements of what an enterprise wants to achieve in terms of its mission, vision, values, strategy, etc. By considering the size of the enterprise when designing governance, an enterprise can target capability levels of governance and management objectives that are appropriate for its scale and magnitude of information and technology activities. This will also help to optimize its information and technology performance and value delivery.<sup>12</sup> References: 1: COBIT 2019 Design Guide: page 47-48 2: COBIT 2019 Process Assessment Model: page 11-13

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