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ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q490-Q495):

NEW QUESTION # 490

Which of the following provides the BEST evidence of effective IT governance?

- A. Comprehensive IT policies and procedures
- B. IT risk identification and mitigation

- C. Cost savings and human resource optimization
- D. Business value and customer satisfaction

Answer: D

Explanation:

Effective IT governance is the process of ensuring that IT supports the achievement of the organization's goals and objectives, and delivers value to its stakeholders¹. IT governance involves aligning the IT strategy, policies, processes, and resources with the business strategy, needs, and expectations². Therefore, the BEST evidence of effective IT governance is business value and customer satisfaction. Business value is the measure of the benefits and outcomes that IT provides to the organization, such as increased revenue, reduced costs, improved efficiency, enhanced innovation, or competitive advantage³. Customer satisfaction is the measure of the quality and performance of IT services and products, as perceived by the internal and external customers of the organization, such as employees, partners, suppliers, or end-users. By demonstrating business value and customer satisfaction, IT governance can show that IT is aligned with and supports the business goals and objectives.

The other options are not as good as option B. While cost savings and human resource optimization, IT risk identification and mitigation, and comprehensive IT policies and procedures are important aspects of IT governance, they are not sufficient to demonstrate effective IT governance. They are rather means to achieve the end goal of delivering business value and customer satisfaction. They do not necessarily reflect the extent to which IT supports the achievement of the organization's goals and objectives. References :=

- * What is IT Governance? Definition & Examples | ASQ2
- * What is IT governance? A formal way to align IT & business strategy¹
- * How to Measure the Value of an IT Investment - TechSoup³
- * Measuring Customer Satisfaction in Information Technology Services - ISACA

NEW QUESTION # 491

An enterprise is planning to migrate its IT infrastructure to a cloud-based solution but does not have experience with this technology. Which of the following should be done FIRST to reduce the risk of IT service disruptions when using this new technology?

- A. Implement key performance indicators (KPIs).
- B. Reflect the change in the enterprise architecture (EA).
- C. Evaluate the sourcing options.
- D. Engage an experienced IT consultant to perform the migration.

Answer: D

Explanation:

An enterprise that is planning to migrate its IT infrastructure to a cloud-based solution but does not have experience with this technology should first engage an experienced IT consultant to perform the migration, because this would reduce the risk of IT service disruptions when using this new technology. An experienced IT consultant can help the enterprise to assess the feasibility, benefits, and risks of the cloud migration, design and implement a suitable cloud architecture, and ensure a smooth transition and integration of the existing and new IT systems. An experienced IT consultant can also provide guidance and training to the enterprise's IT staff on how to manage and operate the cloud-based solution effectively and securely¹². References := ISACA, CGEIT Review Manual, 7th Edition, 2019, page 65-66.

NEW QUESTION # 492

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

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

Answer: D

NEW QUESTION # 493

Which of the following is MOST important to include in the customer dimension of an IT balanced scorecard?

- A. Business value creation

- B. Maintenance of IT operations
- **C. Stakeholder satisfaction**
- D. Support for corporate customers

Answer: C

NEW QUESTION # 494

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

Answer: A

Explanation:

Section: Volume C

NEW QUESTION # 495

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