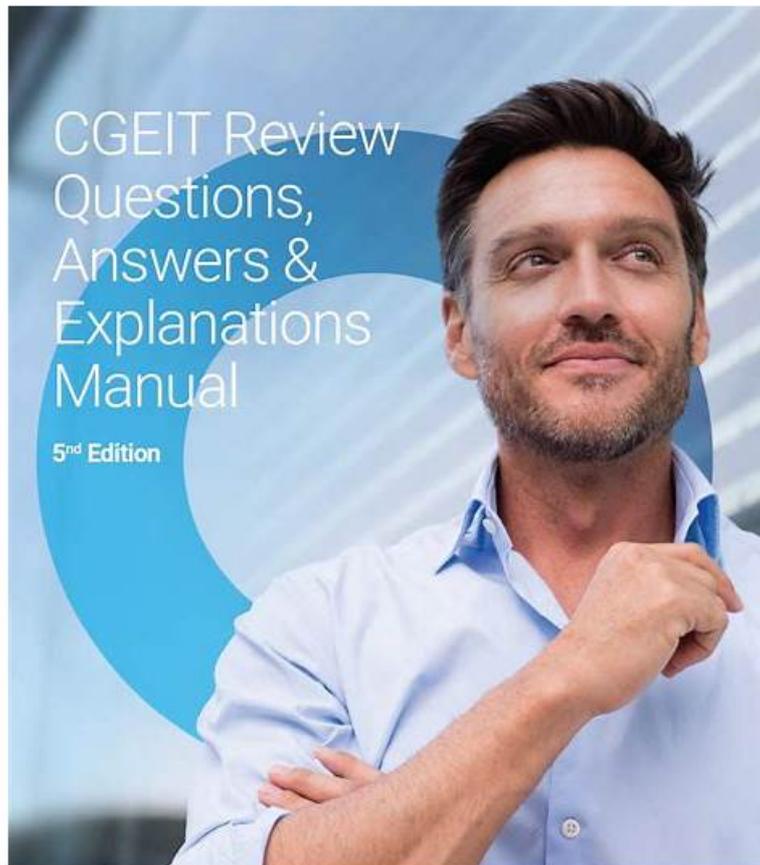


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## ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q432-Q437):

### NEW QUESTION # 432

A large enterprise that is diversifying its business will be transitioning to a new software platform, which is expected to cause data changes. Which of the following should be done FIRST when developing the related metadata management process?

- **A. Request an impact analysis.**
- B. Require an update to enterprise data policies.
- C. Review documented data interdependence.
- D. Validate against existing architecture.

**Answer: A**

Explanation:

The first thing that should be done when developing the metadata management process for the new software platform is to request an impact analysis. An impact analysis is a process of assessing the potential effects of a change on the existing system, processes, and stakeholders<sup>1</sup>. An impact analysis can help to identify the following aspects<sup>2</sup>:

The scope and objectives of the change: What are the expected benefits and outcomes of the new software platform? How does it align with the enterprise strategy and goals?

The current state and baseline: What are the existing data sources, formats, standards, and quality levels? How are they documented, stored, and accessed? Who are the data owners, stewards, and users?

The gaps and risks: What are the data changes that will occur due to the new software platform? How will they affect the data quality, security, privacy, and compliance? What are the potential challenges or issues that may arise during or after the transition?

The mitigation and contingency plans: How can the data changes be minimized or avoided? How can the data quality, security, privacy, and compliance be ensured or improved? What are the alternative solutions or fallback options in case of failure or disruption?

By requesting an impact analysis, the organization can gain a better understanding of the data environment and the implications of the new software platform. This can help to develop a metadata management process that is consistent, effective, and adaptable to the change. References: Impact Analysis: A Key Aspect of Preventing Problems | Project ...<sup>1</sup>, Impact Analysis: The Key to Successful Change Management<sup>2</sup>

### NEW QUESTION # 433

The PRIMARY reason for using quantitative criteria in developing business cases for IT projects is to:

- **A. improve the process of evaluating returns after implementation.**
- B. benchmark project success with similar enterprises.
- C. apply other corporate standards to the development project.
- D. learn lessons from errors made in past projects.

**Answer: A**

Explanation:

Quantitative criteria are measurable and objective indicators that can be used to assess the costs, benefits, risks, and value of IT projects<sup>1</sup>. By using quantitative criteria, an enterprise can compare and prioritize different IT project proposals, justify and secure the required funding and resources, monitor and control the project progress and performance, and evaluate the actual outcomes and impacts of the project after implementation<sup>1</sup>. Quantitative criteria can also help to demonstrate the alignment of IT projects with the enterprise's strategic objectives and goals, and to communicate the value proposition of IT projects to the stakeholders<sup>1</sup>.

The other options are not the primary reason for using quantitative criteria in developing business cases for IT projects, as they are either secondary or unrelated benefits. Benchmarking project success with similar enterprises may help to identify best practices and areas for improvement, but it is not the main purpose of using quantitative criteria. Learning lessons from errors made in past projects may help to avoid repeating mistakes and enhance project quality, but it is not the main purpose of using quantitative criteria.

Applying other corporate standards to the development project may help to ensure consistency and compliance, but it is not the main purpose of using quantitative criteria.

**NEW QUESTION # 434**

IT senior management is concerned that IT service levels consistently fall below those outlined in the service level agreement (SLA). Which of the following would BEST enable the CIO to build a corrective action plan?

- A. Assessing the impact of the SLA failure
- B. Conducting an IT performance evaluation
- C. Performing a root cause analysis
- D. Reviewing the IT staff training plan

**Answer: C**

Explanation:

According to the CGEIT exam guide, a root cause analysis (RCA) is a systematic process of identifying and analyzing the factors that cause an undesirable event or condition. It helps to determine the underlying causes of problems and issues, and to prevent their recurrence. A root cause analysis is the best way to enable the CIO to build a corrective action plan, as it provides a clear understanding of the reasons why IT service levels consistently fall below those outlined in the SLA, and suggests possible solutions and improvements. The other options are not sufficient to build a corrective action plan, as they do not address the root causes of the SLA failure. References: CGEIT Exam Candidate Guide, page 15. CGEIT Certification, Root Cause Analysis

**NEW QUESTION # 435**

Which of the following are the categories of IT-related spending or investments defined by the META group? Each correct answer represents a complete solution. Choose all that apply.

- A. Transform the business
- B. Run the business
- C. Grow the business
- D. Strategic investment

**Answer: A,B,C**

**NEW QUESTION # 436**

John is the project manager of the NHQ Project for his company. His project has 75 stakeholders, some of which are external to the organization. John needs to make certain that he communicates about risk in the most appropriate method for the external stakeholders. Which project management plan will be the best guide for John to communicate to the external stakeholders?

- A. Risk Management Plan
- B. Risk Response Plan
- C. Communications Management Plan
- D. Project Management Plan

**Answer: C**

**NEW QUESTION # 437**

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