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ISACA CGEIT (Certified in the Governance of Enterprise IT) certification exam is designed for professionals who want to demonstrate their expertise in IT governance. Certified in the Governance of Enterprise IT Exam certification is globally recognized and highly respected in the industry. CGEIT Exam covers a wide range of topics, including IT governance frameworks, strategic alignment, risk management, and performance measurement.

ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10

An executive management team has determined the need to implement an IT governance framework, beginning with the maturity assessment process. The PRIMARY purpose for maturity assessment is to:

- A. Identify gaps in performance.
- B. Benchmark IT performance.
- C. Support impact analysis.
- D. Identify gaps in capability.

Answer: D

Explanation:

A maturity assessment evaluates the current state of IT governance processes to identify gaps in capability that need improvement. The CGEIT Review Manual 8th Edition states that the primary purpose of a maturity assessment is to identify capability gaps to

guide governance framework enhancements.

* Extract from CGEIT Review Manual 8th Edition (Domain 1: Governance of Enterprise IT): "The primary purpose of a maturity assessment is to identify gaps in IT governance capabilities, such as processes, skills, or controls, relative to desired maturity levels. This enables the enterprise to prioritize improvements and enhance governance effectiveness." (Approximate reference: Domain 1, Section on Maturity Assessment) Identifying gaps in capability (option D) focuses on assessing the maturity of governance processes and determining where enhancements are needed to achieve desired outcomes.

* Why not the other options?

* A. Benchmark IT performance: Benchmarking compares performance, not capability maturity.

* B. Identify gaps in performance: Performance gaps are a secondary outcome, while capability gaps are the primary focus.

* C. Support impact analysis: Impact analysis is not the primary purpose of maturity assessments.

References:

ISACA CGEIT Review Manual 8th Edition, Domain 1: Governance of Enterprise IT, Section on Governance Maturity Assessment.

ISACA CGEIT Study Guide, Chapter on IT Governance Maturity.

NEW QUESTION # 11

You work as a project manager for BlueWell Inc. You have to communicate the causes of risk events to the stakeholders. Which risk diagramming technique you will use to communicate the causes of risk events to project stakeholders?

- A. Project network diagrams
- B. Influence diagrams
- C. Process flow charts
- **D. Ishikawa diagrams**

Answer: D

NEW QUESTION # 12

A rail transport company has the worst on-time arrival record in the industry due to an antiquated IT system that controls scheduling. Despite employee resistance, an initiative to upgrade the technology and related processes has been approved. To maximize employee engagement throughout the project, which of the following should be in place prior to the start of the initiative?

- A. Procurement management plan
- B. Resource management plan
- C. Risk response plan
- **D. Organizational change management plan**

Answer: D

Explanation:

An organizational change management plan is the best option to have in place prior to the start of an initiative to upgrade the technology and related processes of a rail transport company that has the worst on-time arrival record in the industry due to an antiquated IT system that controls scheduling. An organizational change management plan is a document that outlines the strategy, approach, and actions for managing and implementing a change within an organization. It helps to prepare the organization and its stakeholders for the change, communicate the vision and benefits of the change, address the potential resistance and challenges of the change, and monitor and evaluate the progress and outcomes of the change. An organizational change management plan is especially important for a project that involves a significant technological and process change that may impact the culture, performance, and satisfaction of the employees. By having an organizational change management plan in place before the start of the initiative, the rail transport company can maximize employee engagement throughout the project, and ensure a smooth and successful transition to the new IT system and processes.

NEW QUESTION # 13

The FIRST step in aligning resource management to the enterprise's IT strategic plan would be to

- A. assign appropriate roles and responsibilities
- B. develop a responsible, accountable, consulted and informed (RACI) chart
- **C. perform a gap analysis**
- D. identify outsourcing opportunities

Answer: C

NEW QUESTION # 14

Reviewing which of the following should be the FIRST step when evaluating the possibility of outsourcing an IT system?

- A. Service level agreements (SLAs)
- B. Outsourced business processes
- C. IT staff skill sets
- D. Outsourcing strategy

Answer: D

Explanation:

Reviewing the outsourcing strategy should be the first step when evaluating the possibility of outsourcing an IT system, because the outsourcing strategy defines the vision, objectives, scope, and approach of outsourcing IT activities and services to external providers. The outsourcing strategy should align with the enterprise's business strategy, IT strategy, and IT governance framework, and should consider the benefits, risks, costs, and impacts of outsourcing on the enterprise's performance, value, and stakeholders. By reviewing the outsourcing strategy, the enterprise can ensure that outsourcing an IT system is consistent with its strategic direction and goals, and that it can achieve the desired outcomes and benefits from outsourcing. According to ISACA's CGEIT Domain 2: IT Resources¹, "the enterprise should have a clear vision of what it wants to achieve from outsourcing and how it will manage the relationship with the service provider." Furthermore, according to ISACA's article on IT Outsourcing², "the first step in developing an effective IT outsourcing strategy is to understand the business drivers for outsourcing and align them with the enterprise's overall business objectives." Therefore, reviewing the outsourcing strategy is the best way to start evaluating the possibility of outsourcing an IT system. References:

IT Outsourcing - ISACA

IT Governance: Definitions, Frameworks and Planning - ProjectManager

What is IT governance? A formal way to align IT & business strategy | CIO CGEIT Domain 2: IT Resources

NEW QUESTION # 15

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