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## ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q274-Q279):

### NEW QUESTION # 274

Which of the following is the BEST way to encourage employees to raise ethics concerns in full confidence?

- A. Establish and communicate a whistle-blower policy.
- B. Provide protection language in employment contracts.
- C. Provide access to legal resource benefits.
- D. Publish and enforce a code of conduct policy.

## Answer: A

Explanation:

A whistle-blower policy is a document that defines how ethics violations should be reported and how the whistle-blowers should be protected from retaliation. A whistle-blower policy is the best way to encourage employees to raise ethics concerns in full confidence, as it provides them with a clear, safe, and confidential channel to voice their concerns and seek resolution. A whistle-blower policy also demonstrates the organization's commitment to ethical conduct and accountability, and fosters a culture of trust and openness<sup>12</sup>.

The other options are not as effective as establishing and communicating a whistle-blower policy. Publishing and enforcing a code of conduct policy is important for defining the ethical standards and expectations for the organization, but it does not necessarily encourage employees to raise ethics concerns, unless it is accompanied by a whistle-blower policy that ensures their protection and support<sup>3</sup>. Providing access to legal resource benefits is helpful for employees who need legal advice or assistance, but it does not guarantee their confidence or safety in reporting ethics violations, especially if they fear retaliation from their employer or co-workers<sup>4</sup>. Providing protection language in employment contracts is useful for safeguarding the rights and interests of employees, but it may not be sufficient or specific enough to address the issues and challenges faced by whistle-blowers, such as harassment, discrimination, or termination<sup>5</sup>.

## NEW QUESTION # 275

Which of the following components of a policy BEST enables the governance of enterprise IT?

- A. Regulatory requirements
- B. Roles and responsibilities
- C. Disciplinary actions
- D. Terms and definitions

## Answer: B

Explanation:

A policy is a document that defines the rules and guidelines for how an organization conducts its activities and operations. A policy can help to ensure the compliance, consistency, and quality of the organization's performance and outcomes<sup>1</sup>. A policy typically consists of several components, such as purpose, scope, terms and definitions, roles and responsibilities, procedures, compliance, and review<sup>2</sup>.

From a governance perspective, one of the most important components of a policy is roles and responsibilities, because it clarifies who is accountable and responsible for implementing, enforcing, monitoring, and improving the policy. Roles and responsibilities can help to establish the authority, accountability, and communication among different stakeholders involved in the policy, such as the board of directors, senior management, business units, IT staff, customers, regulators, etc. Roles and responsibilities can also help to avoid confusion, duplication, or conflict of work among the stakeholders<sup>3</sup>.

The governance of enterprise IT (GEIT) is the system by which the current and future use of IT is directed and controlled by an organization. GEIT aims to ensure that IT supports the organization's strategy and objectives, delivers value and benefits, manages risks and resources, and measures performance and outcomes. GEIT requires a clear definition of roles and responsibilities for the IT governance policies, processes, structures, and relationships. Some of the common roles and responsibilities involved in GEIT are:

The board of directors: provides strategic direction, oversight, and approval for IT governance  
The senior management: provides leadership, support, and guidance for IT governance  
The business units: provide input, feedback, and collaboration for IT governance  
The IT function: provides execution, delivery, and improvement for IT governance  
The audit function: provides assurance, evaluation, and recommendation for IT governance  
The external stakeholders: provide requirements, expectations, and compliance for IT governance  
References: What is a Policy? Definition & Examples. Policy Components: Definition & Examples. Roles & Responsibilities in Policy Development. [Policy Development: Roles & Responsibilities].

[What is IT Governance? Definition & Frameworks]. [IT Governance Roles & Responsibilities]. [Roles & Responsibilities in IT Governance].

## NEW QUESTION # 276

An organization has decided to integrate IT risk with the enterprise risk management (ERM) framework. The FIRST step to enable this integration is to establish:

- A. a common risk management taxonomy.
- B. common risk mitigation strategies.
- C. common key risk indicators (KRIs).
- D. a common risk organization.

**Answer: A**

Explanation:

A common risk management taxonomy is a set of terms and definitions that are used consistently across the enterprise to describe, measure, and report on risks. A common risk management taxonomy is essential for integrating IT risk with the ERM framework, as it enables a common understanding of risk concepts, categories, and levels among different stakeholders and functions. A common risk management taxonomy also facilitates the aggregation and comparison of risks across the enterprise, and supports the alignment of risk appetite and tolerance with business objectives12. : 1: Integrated Enterprise IT Risk Management (ERM) Programs - CohnReznick3 2: Introducing Risk Taxonomy - ISACA4

**NEW QUESTION # 277**

Which of the following provides the MOST comprehensive insight into the effectiveness of IT?

- A. Return on investment (ROI)
- B. Key risk indicators (KRIs)
- **C. IT balanced scorecard**
- D. IT strategy

**Answer: C****NEW QUESTION # 278**

An enterprise considers implementing a system that uses a technology that is not in line with its IT strategy.

The business case indicates significant benefit to the enterprise. Which of the following is the BEST way to manage this situation within an IT governance framework?

- **A. Address as part of an architecture exception process.**
- B. Reject based on non-alignment.
- C. Update the IT strategy to align with the new technology.
- D. Initiate an operational change request.

**Answer: A**

Explanation:

An architecture exception process is a mechanism to handle requests for deviations from the established IT architecture policies or standards. It allows the enterprise to evaluate the business case, risks, benefits, and alternatives of implementing a system that uses a technology that is not in line with its IT strategy. It also enables the enterprise to define the conditions, limitations, and timelines for granting or denying the exception. According to one of the web search results1, "requests for exceptions to any architectural policy or standard use this process" and "the decision may include a deadline for removing the need for the exception, constraints on future projects, or similar terms." Addressing the situation as part of an architecture exception process is the best way to manage it within an IT governance framework, as it provides a structured and transparent way to balance the business needs and the IT alignment. Updating the IT strategy to align with the new technology, initiating an operational change request, or rejecting based on non-alignment are not the best ways to manage the situation within an IT governance framework. They are more likely to be either too rigid or too reactive, and may not consider the trade-offs or implications of the decision..

References:

CGEIT Review Manual 2021, Chapter 1: Governance of Enterprise IT, Section 1.4: Value Delivery, page 231 CGEIT Review Questions, Answers & Explanations Manual 2021, Question 9, page 82 A Matrixed Approach to Designing IT Governance - MIT Sloan Management Review3 Enterprise Architecture Governance | The Definitive Guide - LeanIX4 Architecture Review Board Exception Process - Minnesota's State Portal5

**NEW QUESTION # 279**

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