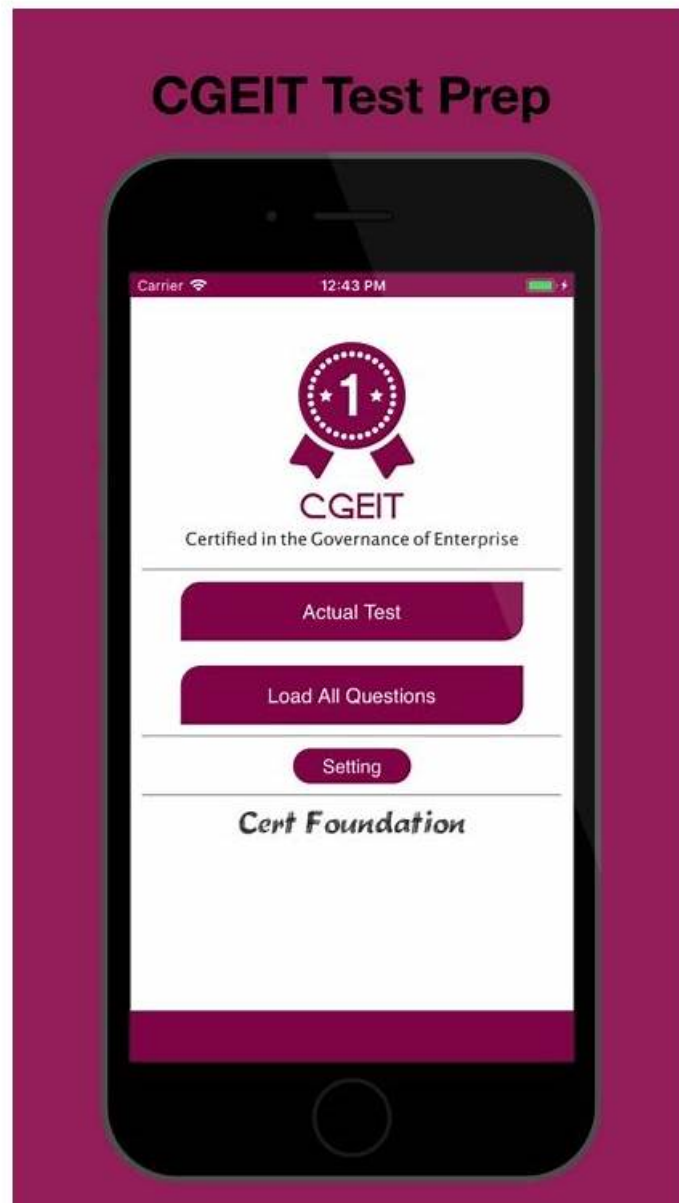


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The CGEIT exam covers five domains of IT governance, including framework for the governance of enterprise IT, strategic management, benefits realization, risk optimization, and resource optimization. CGEIT Exam is designed to assess the candidate's knowledge and understanding of these domains and their ability to apply this knowledge in real-world scenarios. Certified in the Governance of Enterprise IT Exam certification is awarded to those individuals who demonstrate their expertise in IT governance by passing the CGEIT exam and meeting the certification requirements set by ISACA.

The CGEIT exam covers topics such as IT governance frameworks, strategic management, risk management, and IT resource management. Candidates must have a minimum of five years of experience in IT governance, including experience in one or more of the exam domains. CGEIT exam is four hours long and consists of 150 multiple-choice questions. Candidates must achieve a minimum score of 450 out of 800 to pass the exam.

ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q428-Q433):

NEW QUESTION # 428

A large financial institution is considering outsourcing customer call center operations which will allow the chosen vendor to access systems from offshore locations. Which of the following represents the GREATEST risk?

- A. Lack of network availability
- **B. Loss of data confidentiality**
- C. Inconsistent customer service and reporting
- D. Inadequate business continuity planning

Answer: B

Explanation:

Loss of data confidentiality represents the greatest risk for a large financial institution that is considering outsourcing customer call center operations, as it would expose sensitive customer and business information to unauthorized access, disclosure, or misuse by the chosen vendor or other third parties. Data confidentiality is especially important for financial institutions, as they deal with personal, financial, and transactional data that are subject to strict regulatory and legal requirements, such as the General Data Protection Regulation (GDPR) and the Payment Card Industry Data Security Standard (PCI DSS). A breach of data confidentiality could result in reputational damage, customer dissatisfaction, legal liability, and financial loss for the financial institution. The other options are not as great, as they are more related to the operational or performance aspects of outsourcing, rather than the security or compliance aspects of it. Reference: : CGEIT Review Manual (Digital Version), Chapter 4: Risk Optimization, Section 4.3: IT Risk Management, Subsection 4.3.1: IT Risk Management Overview, Page 153 : CGEIT Review Manual (Digital Version), Chapter 5: Resource Optimization, Section 5.3: Security Resource Management, Subsection 5.3.1: Security Resource Management Overview, Page 192 : Offshore bank call centers face risks around privacy, resilience amid COVID-191 : Call Center Outsourcing Risks and How to Mitigate Them

NEW QUESTION # 429

An enterprise has decided to use third-party software for a business process which is hosted and supported by the same third party. The BEST way to provide quality of service oversight would be to establish a process:

- A. to qualify service providers.

- B. for enterprise architecture (EA) updates.
- **C. for periodic service provider audits.**
- D. for robust change management.

Answer: C

Explanation:

A periodic service provider audit is a process of conducting an independent and objective assessment of the service provider's performance, quality, compliance, and security in relation to the agreed service level agreement (SLA) and the enterprise's expectations and requirements. A periodic service provider audit can help provide quality of service oversight by:

Verifying and validating the service provider's claims and credentials, and ensuring that they meet the contractual obligations and standards
Identifying and evaluating the strengths, weaknesses, opportunities, and threats of the service provider's services, processes, and controls
Detecting and reporting any issues, gaps, or risks that may affect the quality of service delivery or the enterprise's objectives and value
Recommending and implementing corrective and preventive actions to address and resolve the issues, gaps, or risks
Monitoring and measuring the outcomes and effectiveness of the corrective and preventive actions, and ensuring their alignment with the SLA

References:

According to the CGEIT Review Manual 20221, "Service provider audits are a key mechanism for ensuring that service providers are meeting their contractual obligations and delivering value to the enterprise. Service provider audits should be conducted periodically or as needed to assess the performance, quality, compliance, and security of the service provider's services, processes, and controls." According to the ISACA article on IT Outsourcing: Audit Considerations2, "IT outsourcing audit is a process of examining and evaluating the IT outsourcing arrangements between an enterprise and its service providers.

IT outsourcing audit aims to provide assurance that the IT outsourcing arrangements are aligned with the enterprise's strategy, objectives, and risk appetite; that the service providers are delivering the expected services in accordance with the SLAs; that the service providers are complying with the applicable laws, regulations, and standards; and that the service providers are managing and mitigating the IT outsourcing risks effectively." According to the PwC article on Service Provider Audits3, "Service provider audits are an essential tool for organizations to gain insight into their service providers' operations, controls, risks, and compliance status.

Service provider audits can help organizations ensure that their service providers are meeting their expectations and obligations; identify any areas of improvement or concern; enhance their relationship and communication with their service providers; and optimize their IT outsourcing strategy."

NEW QUESTION # 430

Which of the following decisions would be made by the IT strategy committee?

- A. Communication plan for a major IT initiative
- **B. Composition of the investment portfolio**
- C. Cloud implementation and support plan
- D. Enterprise risk management (ERM) framework

Answer: B

Explanation:

According to the ISACA paper on IT Governance Reporting1, the IT strategy committee is a board-level committee that is responsible for overseeing and guiding the IT strategy and governance of the enterprise. The IT strategy committee helps to ensure that IT supports and enables the achievement of the enterprise's strategy, objectives and goals, and that IT delivers value, benefits and competitive advantage to the enterprise.

One of the decisions that would be made by the IT strategy committee is the composition of the investment portfolio, which is the set of IT projects and programs that are selected, prioritized, funded and monitored by the enterprise. The composition of the investment portfolio reflects the strategic alignment, value proposition and risk profile of IT, as well as the resource allocation and optimization of IT. The other options are not decisions that would be made by the IT strategy committee, but rather by other IT governance bodies or roles, such as the IT steering committee, the IT management team, or the chief information officer (CIO).

References:

IT Governance Reporting, IT Strategy Committee

NEW QUESTION # 431

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. Strategic investment

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