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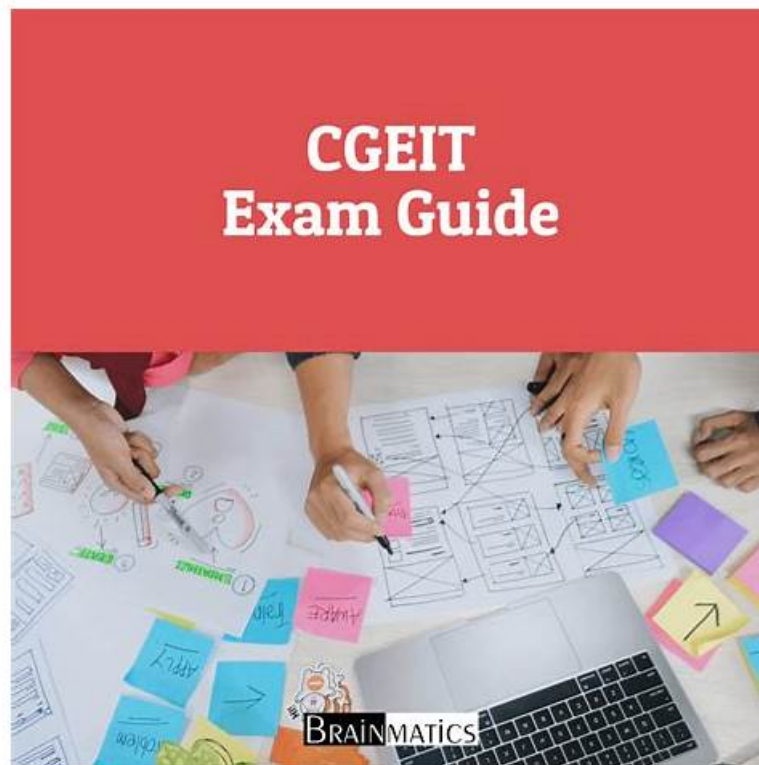
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ISACA Governance of Enterprise IT Exam Syllabus Topics:

Topic	Details	Weights

Strategic Management	- Ensure that IT enables and supports the achievement of enterprise objectives through the integration and alignment of IT strategic plans with enterprise strategic plans. **Task Statements** 1. Evaluate, direct and monitor IT strategic planning processes to ensure alignment with enterprise goals. 2. Ensure that appropriate policies and procedures are in place to support IT and enterprise strategic alignment. 3. Ensure that the IT strategic planning processes and related outputs are adequately documented and communicated. 4. Ensure that enterprise architecture (EA) is integrated into the IT strategic planning process. 5. Ensure prioritization of IT initiatives to achieve enterprise objectives. 6. Ensure that IT objectives cascade into clear roles, responsibilities and actions of IT personnel. **Knowledge Statements** 1. Knowledge of an enterprise's strategic plan and how it relates to IT. 2. Knowledge of strategic planning processes and techniques. 3. Knowledge of impact of changes in business strategy on IT strategy. 4. Knowledge of barriers to the achievement of strategic alignment. 5. Knowledge of policies and procedures necessary to support IT and business strategic alignment. 6. Knowledge of methods to document and communicate IT strategic planning processes (for example, IT dashboard/balanced scorecard, key indicators). 7. Knowledge of components, principles and frameworks of enterprise architecture (EA). 8. Knowledge of current and future technologies. 9. Knowledge of prioritization processes related to IT initiatives. 10. Knowledge of scope, objectives and benefits of IT investment programs. 11. Knowledge of IT roles and responsibilities and methods to cascade business and IT objectives to IT personnel.	20%

Risk Optimization	- Ensure that an IT risk management framework exists to identify, analyze, mitigate, manage, monitor, and communicate IT-related business risk, and that the framework for IT risk management is in alignment with the enterprise risk management (ERM) framework. **Task Statements** 1. Ensure that comprehensive IT risk management processes are established to identify, analyze, mitigate, manage, monitor, and communicate IT risk. 2. Ensure that legal and regulatory compliance requirements are addressed through IT risk management. 3. Ensure that IT risk management is aligned with the enterprise risk management (ERM) framework. 4. Ensure appropriate senior level management sponsorship for IT risk management. 5. Ensure that IT risk management policies, procedures and standards are developed and communicated. 6. Ensure the identification of key risk indicators (KRIs). 7. Ensure timely reporting and proper escalation of risk events and responses to appropriate levels of management. **Knowledge Statements** 1. Knowledge of the application of risk management at the strategic, portfolio, program, project and operations levels. 2. Knowledge of risk management frameworks and standards (for example, RISK IT, the Committee of Sponsoring Organizations of the Treadway Commission Enterprise Risk Management—Integrated Framework (2004) [COSO ERM], International Organization for Standardization (ISO) 31000). 3. Knowledge of the relationship of the risk management approach to legal and regulatory compliance. 4. Knowledge of methods to align IT and enterprise risk management (ERM). 5. Knowledge of the relationship of the risk management approach to business resiliency (for example, business continuity planning [BCP] and disaster recovery planning [DRP]). 6. Knowledge of risk, threats, vulnerabilities and opportunities inherent in the use of IT. 7. Knowledge of types of business risk, exposures and threats (for example, external environment, internal fraud, information security) that can be addressed using IT resources 8. Knowledge of risk appetite and risk tolerance. 9. Knowledge of quantitative and qualitative risk assessment methods. 10. Knowledge of risk mitigation strategies related to IT in the enterprise. 11. Knowledge of methods to monitor effectiveness of mitigation strategies and/or controls. 12. Knowledge of stakeholder analysis and communication techniques. 13. Knowledge of methods to establish key risk indicators (KRIs). 14. Knowledge of methods to manage and report the status of identified risk.	24%	

Resource Optimization	- Ensure the optimization of IT resources including information, services, infrastructure and applications, and people, to support the achievement of enterprise objectives. **Task Statements** 1. Ensure that processes are in place to identify, acquire and maintain IT resources and capabilities (i.e., information, services, infrastructure and applications, and people). 2. Evaluate, direct and monitor sourcing strategies to ensure existing resources are taken into account to optimize IT resource utilization. 3. Ensure the integration of IT resource management into the enterprise's strategic and tactical planning. 4. Ensure the alignment of IT resource management processes with the enterprise's resource management processes. 5. Ensure that a resource gap analysis process is in place so that IT is able to meet strategic objectives of the enterprise. 6. Ensure that policies exist to guide IT resource sourcing strategies that include service level agreements (SLAs) and changes to sourcing strategies. 7. Ensure that policies and processes are in place for the assessment, training and development of staff to address enterprise requirements and personal/professional growth. **Knowledge Statements** 1. Knowledge of IT resource planning methods. 2. Knowledge of human resource procurement, assessment, training, and development methodologies. 3. Knowledge of processes for acquiring application, information, and infrastructure resources. 4. Knowledge of outsourcing and offshoring approaches that may be employed to meet the investment program and operation level agreements (OLAs) and service level agreements (SLAs). 5. Knowledge of methods used to record and monitor IT resource utilization and availability. 6. Knowledge of methods used to evaluate and report on IT resource performance. 7. Knowledge of interoperability, standardization and economies of scale. 8. Knowledge of data management and data governance concepts. 9. Knowledge of service level management concepts.	15%	

Benefits Realization	- Ensure that IT-enabled investments are managed to deliver optimized business benefits and that benefit realization outcome and performance measures are established, evaluated and progress is reported to key stakeholders. **Task Statements** 1. Ensure that IT-enabled investments are managed as a portfolio of investments. 2. Ensure that IT-enabled investments are managed through their economic life cycle to achieve business benefit. 3. Ensure business ownership and accountability for IT-enabled investments are established. 4. Ensure that IT investment management practices align with enterprise investment management practices. 5. Ensure that IT-enabled investment portfolios, IT processes and IT services are evaluated and benchmarked to achieve business benefit. 6. Ensure that outcome and performance measures are established and evaluated to assess progress towards the achievement of enterprise and IT objectives. 7. Ensure that outcome and performance measures are monitored and reported to key stakeholders in a timely manner. 8. Ensure that improvement initiatives are identified, prioritized, initiated and managed based on outcome and performance measures. **Knowledge Statements** 1. Knowledge of IT investment management processes, including the economic life cycle of investments. 2. Knowledge of basic principles of portfolio management. 3. Knowledge of benefit calculation techniques (for example, earned value, total cost of ownership, return on investment). 4. Knowledge of process and service measurement techniques (for example, maturity models, benchmarking, key performance indicators [KPIs]). 5. Knowledge of processes and practices for planning, development, transition, delivery, and support of IT solutions and services. 6. Knowledge of continuous improvement concepts and principles. 7. Knowledge of outcome and performance measurement techniques (for example, service metrics, key performance indicators [KPIs]). 8. Knowledge of procedures to manage and report the status of IT investments. 9. Knowledge of cost optimization strategies (for example, outsourcing, adoption of new technologies). 10. Knowledge of models and methods to establish accountability over IT investments. 11. Knowledge of value delivery frameworks (for example, Val IT). 12. Knowledge of business case development and evaluation techniques.	16%

The CGEIT Certification is recognized globally and is highly respected by employers. It is an essential certification for IT professionals who want to advance their careers in IT governance, risk management, and compliance. Certified in the Governance of Enterprise IT Exam certification is designed to validate the knowledge and skills of individuals in these areas, which are critical for organizations to manage their IT risks effectively.

The Certified in the Governance of Enterprise IT (CGEIT) certification is a professional certification offered by ISACA that validates an individual's ability to manage, govern and assess an organization's IT systems to support the achievement of organizational goals. The CGEIT certification is designed for individuals who have a significant understanding of IT governance principles and practices and are responsible for managing, advising, or overseeing IT governance-related activities.

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ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q279-Q284):

NEW QUESTION # 279
An enterprise is trying to increase the maturity of its IT process from being ad hoc to being repeatable. Which of the following is the PRIMARY benefit of this change?

- A. Required outcomes are more frequently achieved.
- B. Process optimization is embedded across the organization.
- C. Process performance is measured in business terms.
- D. Required outcomes are mapped to business objectives.

Answer: A

Explanation:
Increasing the maturity of IT process from being ad hoc to being repeatable means that the process is documented and followed consistently, resulting in more predictable and reliable outcomes. According to the capability maturity model for the IT governance process, a repeatable level indicates that "required outcomes are more frequently achieved" 1. Reference: CGEIT Domain 1: Framework for the Governance of Enterprise IT

NEW QUESTION # 280
Which of the following components work to support achievements of the enterprise's mission, strategies, and related business objectives in an internal control system? Each
correct answer represents a complete solution. Choose all that apply.

- A. Strategic alignment
- B. Control activities
- C. Risk assessment
- D. Control environment

Answer: B,C,D

NEW QUESTION # 281
The entry points to Service Strategy are referred to as "the Four Ps". They identify the different forms a service strategy may take. Which of the following is a correct list of the 'Four Ps'?

- A. People, Products, Partners, and Profit
- B. People, Potential, Products, and Performance
- C. Perspective, Position, Plan, and Pattern
- D. Potential, Preparation, Performance, and Profit

Answer: C

Explanation:
Section: Volume A

NEW QUESTION # 282
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 robust change management.
- C. for periodic service provider audits.

- D. for enterprise architecture (EA) updates.

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 # 283
Which of the following attributes are the COBIT's generic maturity model attributes?
Each correct answer represents a complete solution. Choose all that apply.

- A. Policies, plans and procedures
- B. Availability and accessibility
- C. Tools and automation
- D. Awareness and communication

Answer: A,C,D

NEW QUESTION # 284
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