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## ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q322-Q327):

### NEW QUESTION # 322

When determining the optimal IT service levels to support business, which of the following is MOST important?

- A. Cost/benefit to the business.
- B. IT capacity utilization and availability.
- C. Available IT budget.
- D. Business user requests

**Answer: A**

Explanation:

When determining the optimal IT service levels to support business, the most important factor is the cost/benefit to the business. This means that the IT service levels should be aligned with the business objectives, needs, and expectations, and that the benefits of providing a certain level of IT service should outweigh the costs of delivering it. The cost/benefit analysis should consider both the direct and indirect costs and benefits of IT service levels, such as the impact on customer satisfaction, revenue, productivity, quality, risk, compliance, innovation, and competitive advantage. A cost/benefit analysis can help IT managers justify their IT service level decisions and communicate them effectively to the business stakeholders. References := IT cost/benefit analysis: Why it matters and how to do it right, IT Support Levels Clearly Explained: L1, L2, L3 & More, IT support levels: definition, tiers and advantages, The Importance of Adopting Formal IT Service Management

### NEW QUESTION # 323

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. Publish and enforce a code of conduct policy.
- D. Provide access to legal resource benefits.

**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 # 324

Which of the following activity loops emphasizes on monitoring and deciding processes?

- A. Loop 2
- B. Loop 4
- C. Loop 1
- D. Loop 3

**Answer: C**

### NEW QUESTION # 325

An enterprise is about to complete a major acquisition, and a decision has been made that both companies will be using the parent company's IT infrastructure. Which of the following should be done NEXT?

- A. Conduct a gap analysis.
- B. Perform a business impact analysis (BIA).
- C. Update the enterprise architecture (EA).
- D. Develop a communication plan to support the merger.

**Answer: A**

Explanation:

A gap analysis is the process of comparing the current state and the desired state of an organization or a system, and identifying the gaps or differences between them<sup>1</sup>. A gap analysis can help to determine the actions and resources needed to bridge the gaps and achieve the desired outcomes<sup>2</sup>. In the context of an IT infrastructure integration after a major acquisition, a gap analysis can help to: Assess the compatibility and interoperability of the IT systems, applications, data, and processes of both companies<sup>3</sup> Identify the gaps, risks, issues, and opportunities related to the IT infrastructure integration<sup>4</sup> Prioritize and plan the IT infrastructure integration activities and projects<sup>5</sup> Align the IT infrastructure integration with the business goals and objectives of the acquisition Therefore, conducting a gap analysis should be done NEXT after deciding that both companies will be using the parent company's IT infrastructure.

The other options are not as important as option A. While it is important to update the enterprise architecture (EA), perform a business impact analysis (BIA), and develop a communication plan to support the merger, these are subsequent steps that can be

done after conducting a gap analysis. A gap analysis can provide valuable inputs and insights for these steps, such as the current and target EA, the potential impacts of the IT infrastructure integration on the business operations and stakeholders, and the communication needs and channels for the IT infrastructure integration. References = What is Gap Analysis? Definition, Methodology & Examples | ASQ1 Gap Analysis: How to Bridge the Gap Between Performance and ...2 How to Make a Successful IT Integration Strategy for Mergers and ...4 M&A: The Six Phases of IT Integration - Interlink Cloud Blog3 Post-Merger Integration: M&A Integration Process Guide - DealRoom5 Success Factors for Integrating IT Systems After a Merger | CIO

#### NEW QUESTION # 326

The IT strategy formulation process consists of four steps to provide guidance to all who are involved. Which of the following steps are performed in the IT strategy formulation process? Each correct answer represents a complete solution. Choose all that apply.

- A. Decide how to get from here to there.
- B. Map out the big picture.
- C. Evaluate changes.
- D. Assess process maturity.

Answer: A,B,C

Explanation:

Section: Volume A

#### NEW QUESTION # 327

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