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ISACA CGEIT certification is a globally recognized certification that is designed for professionals who are responsible for managing, advising, and evaluating the governance of enterprise IT. Certified in the Governance of Enterprise IT Exam certification is aimed at individuals who work in the field of IT governance, risk management, and compliance. ISACA CGEIT certification provides the skills and knowledge required to ensure that IT governance is aligned with business objectives.

The CGEIT Certification Exam is a comprehensive exam that covers a wide range of topics related to IT governance. It tests the candidate's knowledge of IT governance frameworks, such as COBIT, ISO 38500, and ITIL, as well as their ability to manage and assess risks related to IT operations. Additionally, the exam covers topics related to IT compliance, including regulatory compliance and ethical considerations.

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## **ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q655-Q660):**

**NEW QUESTION # 655**

You are the project manager of the GHY Project and would like to perform a review of your project from several different characteristics. You would like to review what worked in the project and what needed improvement. What type of analysis would be most appropriate for the end of project review?

- A. Business case study
- **B. SWOT analysis**
- C. Feasibility study
- D. Product breakdown

**Answer: B**

Explanation:

Section: Volume B

#### **NEW QUESTION # 656**

The IT program manager does not see the value of conducting risk assessments for a new major IT project.

The manager is reluctant to cooperate with internal auditors and the newly formed steering committee.

Midway through the project, program requirements were changed because the CEO is a friend of a vendor and wants to implement this vendor's new technology. This decision will cause the current IT program budget to be insufficient and will be shown as overspending.

After the requirement change request, the IT program manager should FIRST:

- A. align IT with the business and agree to the business request.
- B. request additional funding from the business owner to cover the additional scope.
- C. obtain confirmation from the business and a decision by the steering committee.
- **D. report the matter to internal audit as a program deviation to be reviewed.**

**Answer: D**

#### **NEW QUESTION # 657**

An enterprise has made the strategic decision to reduce operating costs for the next year and is taking advantage of cost reductions offered by an external cloud service provider. Which of the following should be the IT steering committee's PRIMARY concern?

- A. Changing the IT steering committee charter
- B. Calculating the cost of the current solution
- C. Revising the business \$ balanced score card
- **D. Updating the business risk profile**

**Answer: D**

Explanation:

A business risk profile is a document that identifies and evaluates the potential risks that can affect the performance, objectives, and strategy of an organization. A business risk profile can help to prioritize and mitigate the risks, as well as to align the risk management activities with the business goals and needs<sup>12</sup>.

If an enterprise has made the strategic decision to reduce operating costs for the next year and is taking advantage of cost reductions offered by an external cloud service provider, the IT steering committee's primary concern should be updating the business risk profile. This is because using an external cloud service provider may introduce new or increased risks for the enterprise, such as security, privacy, compliance, availability, performance, or vendor lock-in risks<sup>3</sup>. Updating the business risk profile can help the IT steering committee to assess the impact and likelihood of these risks, to evaluate the effectiveness and adequacy of the existing controls and safeguards, to identify and implement any additional measures or actions to address the gaps or issues, and to monitor and report the risk status and outcomes<sup>12</sup>. Reference: Business Risk Profile: Definition & Examples. How to Create a Business Risk Profile. A risk assessment model for selecting cloud service providers. Cloud Computing Security for Cloud Service Providers.

#### **NEW QUESTION # 658**

A healthcare enterprise that is subject to strict compliance requirements has decided to outsource several key IT services to third-party providers. Which of the following would be the BEST way to assess compliance and avoid reputational damage?

- A. Require documentation that the providers have adequate controls in place.

- B. Impose monetary penalties for noncompliance.
- C. Exercise the right to perform an audit.
- D. Require quarterly reports from the providers demonstrating compliance.

**Answer: C**

Explanation:

Exercising the right to perform an audit is the best way to assess compliance and avoid reputational damage when outsourcing key IT services to third-party providers, especially in a highly regulated industry like healthcare. An audit is a systematic and independent examination of the provider's policies, procedures, controls, and performance related to the outsourced IT services, and it can help to verify that the provider is complying with the contractual obligations, service level agreements, and regulatory requirements. An audit can also help to identify and address any gaps, issues, or risks that may affect the quality, security, or reliability of the outsourced IT services, and to ensure that the provider is delivering value and meeting the expectations of the enterprise. An audit can also provide assurance and confidence to the enterprise's senior management, board, and stakeholders that the outsourcing arrangement is effective, efficient, and compliant.

According to *Outsourcing Compliance: What You Need to Know*, "The right to audit clause should be included in every contract with a third-party service provider. It allows the organization to conduct an independent review of the provider's compliance with applicable laws and regulations, contractual terms and conditions, and industry standards and best practices."

**NEW QUESTION # 659**

An IT manager is trying to determine optimal IT service levels. Which of the following should be the PRIMARY consideration?

- A. Recovery time objective (RTO)
- B. Internal rate of return
- C. Resource utilization analysis
- D. Cost-benefit analysis

**Answer: D**

Explanation:

The primary consideration for determining optimal IT service levels is cost-benefit analysis. Cost-benefit analysis is a technique that compares the costs and benefits of providing a certain level of IT service to the business and the stakeholders<sup>1</sup>. It helps to identify the optimal balance between the value and the cost of IT service delivery, and to justify the investment and resources required for achieving the desired service level objectives<sup>1</sup>. Cost-benefit analysis can also help to evaluate alternative options, prioritize improvement initiatives, and measure the return on investment of IT service management<sup>1</sup>. The other options are not as relevant as cost-benefit analysis, as they do not consider both the costs and benefits of IT service levels. Internal rate of return is a financial metric that measures the profitability of an investment, but it does not account for the non-financial benefits or risks of IT service delivery<sup>2</sup>. Recovery time objective is a parameter that specifies the maximum acceptable time for restoring an IT service after a disruption, but it does not reflect the cost or value of achieving that time<sup>3</sup>. Resource utilization analysis is a technique that monitors and optimizes the usage and allocation of IT resources, but it does not assess the impact or outcome of IT service delivery on the business and the stakeholders<sup>4</sup>. Reference: Cost-Benefit Analysis in IT Service Management. Internal Rate of Return (IRR). Recovery Time Objective (RTO). Resource Utilization Analysis.

**NEW QUESTION # 660**

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