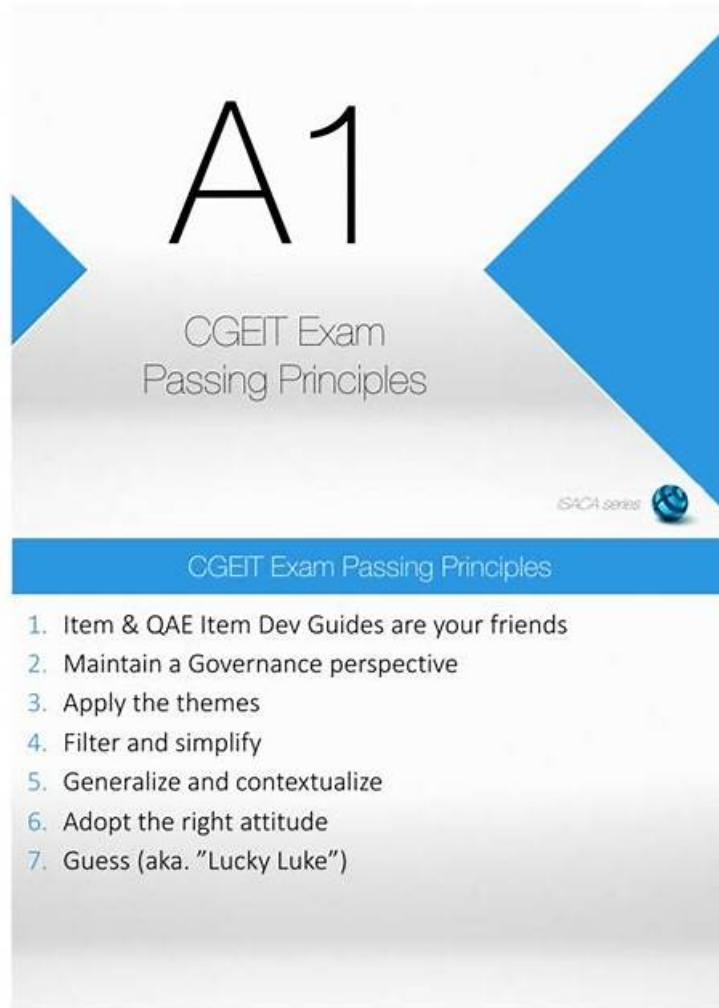


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ISACA Certified in the Governance of Enterprise IT Exam Sample Questions (Q645-Q650):

NEW QUESTION # 645

Which of the following should be the MOST important consideration when defining an information architecture?

- A. Frequency and quantity of information updates
- **B. Access to and exchange of information**
- C. Incorporation of emerging technologies
- D. Information to justify business cases

Answer: B

Explanation:

The most important consideration when defining an information architecture is access to and exchange of information. Information architecture (IA) is the process of guiding users through the site by organising and arranging all the relevant content in a clear, intuitive way¹. The main purpose of IA is to help users find information and complete tasks². To do this, IA needs to consider how users access and exchange information within the digital product or service, and how to make it easy, fast, and satisfying for them. Access to and exchange of information involves aspects such as:

Navigation systems: How users browse or move through information². Navigation systems should be consistent, predictable, and visible, and should provide feedback and orientation cues to the users³.

Search systems: How users look for information². Search systems should be accurate, relevant, and comprehensive, and should support different types of queries and filters⁴.

Labelling systems: How information is represented and classified². Labelling systems should use clear, concise, and meaningful words that match the users' expectations and vocabulary.

Information structure: How information is organised into categories, hierarchies, and relationships². Information structure should reflect the users' mental models and tasks, and should avoid unnecessary complexity or ambiguity.

By considering access to and exchange of information when defining an IA, the organization can ensure that the information assets are usable, findable, and accessible to the users, and that they support the user experience and the business goals. Reference: Information Architecture Basics | Usability.gov¹, What is information architecture? - UX Design Institute², Navigation Design Basics: Tips & Best Practices - Adobe XD Ideas³, Search System Design: Best Practices & Tips - Adobe XD Ideas⁴, Labeling Systems: An Introduction to Information Architecture - Boxes ..., Information Architecture 101: Techniques and Best Practices - Adobe ...

NEW QUESTION # 646

A chief technology officer (CTO) wants to ensure IT governance practices adequately address risk management specific to mobile applications. To create the appropriate risk policies for IT, it is MOST important for the CTO to:

- A. identify the mobile technical requirements.
- **B. understand the enterprise's risk tolerance.**
- C. create an IT risk scorecard.
- D. map the business goals to IT risk processes.

Answer: B

NEW QUESTION # 647

Which document refers to the steps that must be taken if there is a major gap in the projected delivery quality of a service and the actual delivery?

- A. Service Quality Plan
- **B. Service Improvement Plan**
- C. Business Service Catalogue

- D. Service Level Agreement

Answer: B

Explanation:

Section: Volume A

NEW QUESTION # 648

An enterprise has committed to the implementation of a new IT governance model. The BEST way to begin this implementation is to:

- A. define policies for data, applications, and organization of infrastructure.
- B. identify IT services that currently support the enterprise's capability.
- **C. identify the role of IT in supporting the business.**
- D. prioritize how much and where to invest in IT.

Answer: C

Explanation:

The first step in implementing a new IT governance model is to identify the role of IT in supporting the business, which means clarifying the vision, mission, goals, and strategies of the enterprise and how IT can enable and align with them. This step helps to establish the business value and direction of IT, as well as the expectations and responsibilities of the stakeholders involved. It also helps to define the scope and boundaries of IT governance, and to identify the key issues and challenges that need to be addressed. Identifying the role of IT in supporting the business is a prerequisite for the other steps, such as identifying IT services, defining policies, and prioritizing investments, which are based on the business needs and objectives. Reference: CGEIT Exam Content Outline | ISACA1, CGEIT Review Manual (Digital Version), 5 Steps to Create a Governance Model to Become an IT Genius in Healthcare2

NEW QUESTION # 649

Six months ago, an enterprise's CIO reorganized IT to improve service delivery to the business. Which of the following would BEST demonstrate the effectiveness of the reorganization?

- **A. A balanced scorecard**
- B. A survey of IT staff
- C. IT cost reduction
- D. The number of help desk calls

Answer: A

Explanation:

A balanced scorecard is a strategic management tool that measures and monitors the performance of an organization against its vision, mission, goals, and objectives. It uses four perspectives: financial, customer, internal process, and learning and growth. A balanced scorecard can help demonstrate the effectiveness of the IT reorganization by showing how the IT function has improved in terms of delivering value to the business, satisfying customer needs and expectations, optimizing internal processes and workflows, and enhancing the skills and capabilities of the IT staff. According to one of the web search results1, "a balanced scorecard can help evaluate the effectiveness of IT governance by aligning IT activities with business strategies, assessing IT value delivery, identifying IT strengths and weaknesses, and facilitating continuous improvement." The number of help desk calls, a survey of IT staff, and IT cost reduction are not the best indicators of the effectiveness of the IT reorganization. They are more likely to reflect operational or tactical aspects of IT service delivery, rather than strategic or holistic ones. They may also be influenced by other factors that are not related to the IT reorganization, such as user behavior, staff morale, or market conditions. References := Service Delivery for IT and Business | Splunk

NEW QUESTION # 650

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