

# Exam Questions CGEIT

ISACA CGEIT Certification Practice Test

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#### NEW QUESTION 1

You are the project manager for your organization. You are preparing for the quantitative risk analysis. Mark, a project team member, wants to know why you need to do quantitative risk analysis when you just completed qualitative risk analysis. Which one of the following statements best defines what quantitative risk analysis is?

- A. Quantitative risk analysis is the process of prioritizing risks for further analysis or action by assessing and combining their probability of occurrence and impact.
- B. Quantitative risk analysis is the planning and quantification of risk responses based on probability and impact of each risk event.
- C. Quantitative risk analysis is the review of the risk events with the high probability and the highest impact on the project objectives.
- D. Quantitative risk analysis is the process of numerically analyzing the effect of identified risks on overall project objectives.

**Answer: D**

#### NEW QUESTION 2

Which of the following is NOT a sub-process of Service Portfolio Management?

- A. Service Portfolio Update
- B. Business Planning Data
- C. Strategic Planning
- D. Strategic Service Assessment
- E. Service Strategy Definition

**Answer: B**

#### NEW QUESTION 3

An organization supports both programs and projects for various industries. What is a portfolio?

- A. A portfolio describes all of the monies that are invested in the organization.
- B. A portfolio is the total amount of funds that have been invested in programs, projects, and operations.
- C. A portfolio describes any project or program within one industry or application area.
- D. A portfolio describes the organization of related projects, programs, and operations.

**Answer: D**

#### NEW QUESTION 4

Which of the following is the process of comparing the business processes and performance metrics including cost, cycle time, productivity, or quality?

- A. Agreement
- B. COBIT
- C. Service Improvement Plan
- D. Benchmarking

**Answer: D**

#### NEW QUESTION 5

You are the project manager of a large project that will last four years. In this project, you would like to model the risk based on its distribution, impact, and other factors. There are three modeling techniques that a project manager can use to include both event-oriented and project-oriented analysis. Which modeling technique does NOT provide event-oriented and project-oriented analysis for identified risks?

- A. Modeling and simulation
- B. Expected monetary value
- C. Sensitivity analysis
- D. Jo-Hari Window

**Answer: D**

#### NEW QUESTION 6

Benchmarking is a continuous process that can be time consuming to do correctly. Which of the following guidelines for performing benchmarking identifies the critical processes and creates measurement techniques to grade the process?

- A. Research
- B. Adapt
- C. Plan
- D. Improve

**Answer: C**

#### NEW QUESTION 7

Which of the following elements of planning gap measures the gap between the total potential for the market and the actual current usage by all the consumers in the market?

- A. Project gap
- B. Competitive gap
- C. Usage gap
- D. Product gap

Answer: C

#### NEW QUESTION 8

You work as a project manager for BlueWell Inc. You are working on a project and the management wants a rapid and cost-effective means for establishing priorities for planning risk responses in your project. Which risk management process can satisfy management's objective for your project?

- A. Quantitative analysis
- B. Qualitative risk analysis
- C. Historical information
- D. Rolling wave planning

Answer: B

#### NEW QUESTION 9

A service provider guarantees for end-to-end network traffic performance to a customer. Which of the following types of agreement is this?

- A. LA
- B. VPN
- C. NDA
- D. SLA

Answer: D

#### NEW QUESTION 10

Which of the following domains of COBIT covers areas such as the execution of the applications within the IT system and its results as well as the support processes that enable the effective and efficient execution of these IT systems?

- A. Deliver and Support
- B. Acquire and Implement
- C. Monitor and Evaluate
- D. Plan and Organize

Answer: A

#### NEW QUESTION 10

Which of the following frameworks defines ERM as a process, effected by an entity's board of directors, management, and other personnel, applied in strategy setting and across the enterprise?

- A. COBIT
- B. COSO ERM framework
- C. Casualty Actuarial Society framework
- D. Val IT

Answer: B

#### NEW QUESTION 12

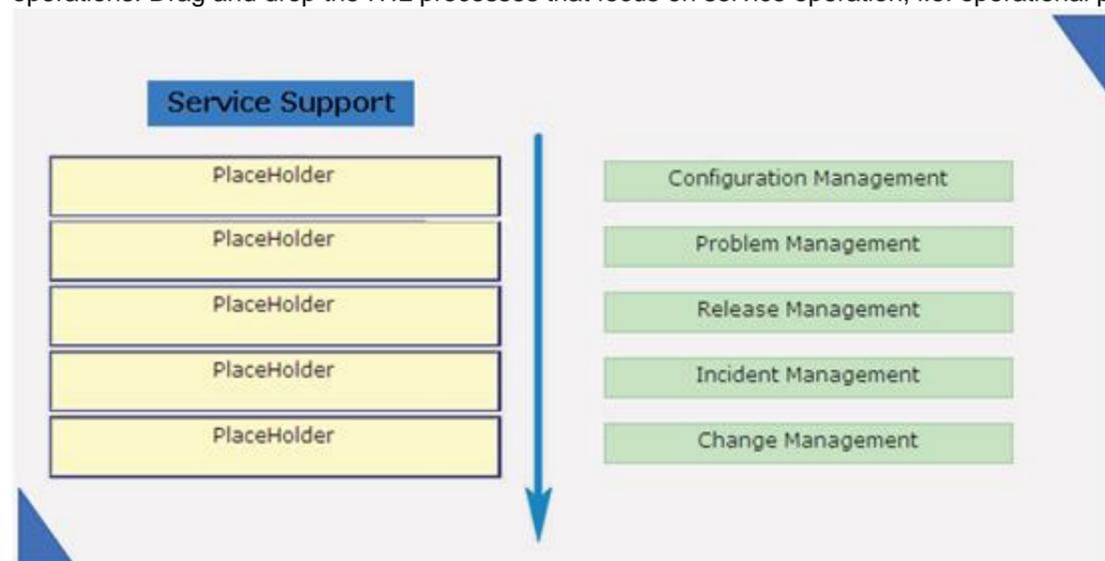
Which of the following concepts is a semi-standard structured report supported by proven design methods and automation tools that can be used by managers to keep track of the execution of activities by staff within their control and monitor the consequences arising from these actions?

- A. Total Security Management
- B. Balanced Scorecard (BSC)
- C. Total Quality Management
- D. Six Sigma

Answer: B

#### NEW QUESTION 16

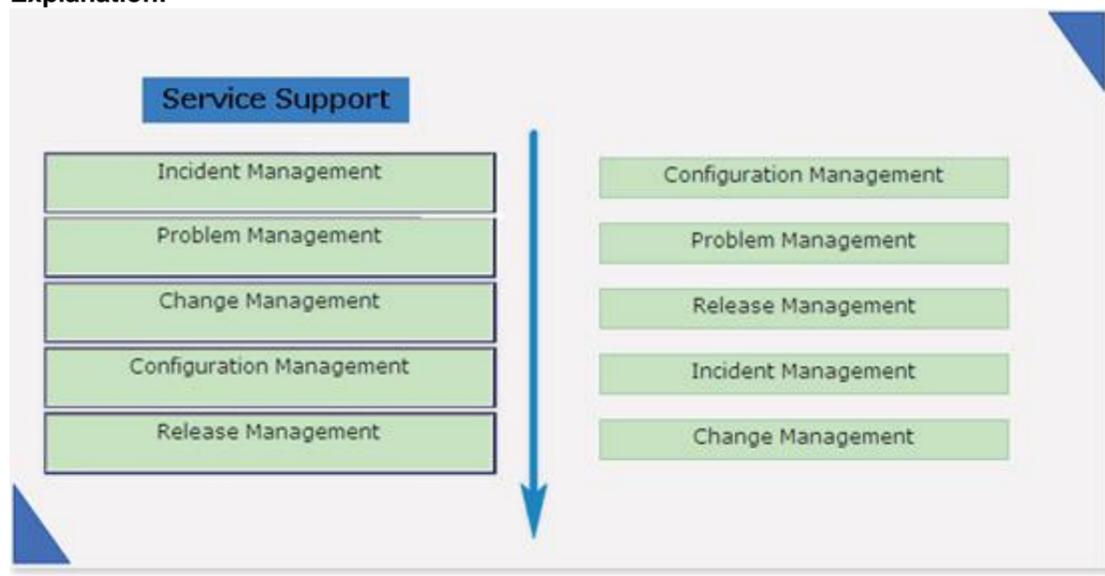
The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service operation, i.e. operational processes in Service Support, in the correct places.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



**NEW QUESTION 17**

You are the project manager of the HJK project for your organization. You and the project team have created risk responses for many of the risk events in the project. A teaming agreement is an example of what risk response?

- A. Mitigation
- B. Sharing
- C. Transference
- D. Acceptance

Answer: B

**NEW QUESTION 20**

You are the project manager of a newly formed project to create a new manufacturing facility. You are working with a business analyst to identify, document, and prioritize stakeholders' needs for the facility. You'll also need to quantify any subjective terms and needs to define the project scope. What is this process called?

- A. Requirements analysis
- B. Project scope statement creation
- C. Requirements gathering
- D. Stakeholder analysis

Answer: D

**NEW QUESTION 22**

Which of the following roles is responsible for review and risk analysis of all contracts on a regular basis?

- A. The Service Catalogue Manager
- B. The Supplier Manager
- C. The Configuration Manager
- D. The IT Service Continuity Manager

Answer: B

**NEW QUESTION 23**

All projects that are presented in your organization must go through a board to review the return on investment, risk, and worthiness of a project. All projects are considered but not all projects are initiated. What is the name of the process that this board is completing in your organization?

- A. Project selection committee
- B. Change governance
- C. Project portfolio management
- D. Project portfolio management board

Answer: C

**NEW QUESTION 27**

Which of the following processes ensures that all vital assets and resources of the organization are safeguarded?

- A. Defining Resource Requirements process
- B. Cost estimating process
- C. Vendor contract administration process
- D. Risk management process

Answer: D

**NEW QUESTION 29**

Melody is the project manager for her organization. She has created a risk response to conduct more tests on the software her project is creating. The identified risk that prompted this response was that the software is mission- critical and must be flawless before it can be put into product. What type of a risk response has Melody used in this scenario?

- A. Transference
- B. Enhance
- C. Avoidance
- D. Mitigation

**Answer: D**

**NEW QUESTION 32**

You are the project manager for your company and a new change request has been approved for your project. This change request, however, has introduced several new risks to the project. You have communicated these risk events and the project stakeholders understand the possible effects these risks could have on your project. You elect to create a mitigation response for the identified risk events. Where will you record the mitigation response?

- A. Risk log
- B. Risk management plan
- C. Risk register
- D. Project management plan

**Answer: C**

**NEW QUESTION 34**

Choose and reorder the steps required in the development of business case.

The screenshot shows a software interface for developing a business case. On the left, there is a pane titled "Steps for development of business case" which is currently empty. On the right, there is a pane titled "Steps" containing a list of steps: "Appraisal and optimization of risk", "Alignment analysis", "Nonfinancial benefit analysis", "Building a fact sheet with all the relevant data, followed b", "Strategic alignment", "Risk analysis", and "Financial benefit analysis". Below the panes, a note states: "\*Sequence of the selected item is not required."

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

This screenshot shows the same interface as the previous one, but the "Steps for development of business case" pane is now populated with the following steps: "Building a fact sheet with all the relevant data, followed by", "Alignment analysis", "Financial benefit analysis", "Nonfinancial benefit analysis", "Risk analysis", and "Appraisal and optimization of risk". The "Steps" pane now only contains "Strategic alignment". The note below the panes remains: "\*Sequence of the selected item is not required."

**NEW QUESTION 38**

Which of the following processes are involved under the COBIT framework? Each correct answer represents a complete solution. Choose all that apply.

- A. Managing the IT workforce.
- B. Correcting all risk issues.
- C. Conducting IT risk assessments.
- D. Developing a strategic plan.

**Answer: ACD**

**NEW QUESTION 40**

Amy is the project manager for her company. In her current project the organization has a very low tolerance for risk events that will affect the project schedule. Management has asked Amy to consider the affect of all the risks on the project schedule. What approach can Amy take to create a bias against risks that will affect the schedule of the project?

- A. She can filter all risks based on their affect on schedule versus other project objectives.
- B. She can have the project team pad their time estimates to alleviate delays in the project schedule
- C. She can shift risk-laden activities that affect the project schedule from the critical path as much a possible.
- D. She can create an overall project rating scheme to reflect the bias towards risks that affect the project schedule.

Answer: D

**NEW QUESTION 42**

Marsha is the project manager of the NHQ Project. There's a risk that her project team has identified, which could cause the project to be late by more than a month. Marsha does not want this risk event to happen so she devises extra project activities to ensure that the risk event will not happen. The extra steps, however, will cost the project an additional \$10,000. What type of risk response is this approach?

- A. Exploiting
- B. Transference
- C. Mitigation
- D. Enhancing

Answer: C

**NEW QUESTION 43**

Which of the following frameworks describes a standard for processes within business information management at the strategy, management and operations level?

- A. Val IT
- B. BISL
- C. COBIT
- D. TOGAF

Answer: B

**NEW QUESTION 47**

You are the project manager of a large construction project. You are evaluating the strengths, weaknesses, opportunities, and threats involved in a project. In which of the following processes are you on?

- A. Define Scope
- B. Identify Risks
- C. Plan Risk Responses
- D. Plan Risk Management

Answer: B

**NEW QUESTION 49**

Which of the following external factors complicate the notion of business-IT for achieving strategic alignment? Each correct answer represents a complete solution. Choose all that apply.

- A. Resource limitations
- B. Economic and regulatory changes
- C. World region changes and events
- D. Market changes

Answer: BCD

**NEW QUESTION 52**

Paul has been asked to complete SWOT analysis for his solution scope. What does SWOT analysis mean?

- A. Stakeholder Weaknesses, Organizational Threats
- B. Strengths, Weaknesses, Opportunities, Threats
- C. Strengths, Weaknesses, Opportunities, Time
- D. Stakeholders Weaknesses, Organization, Threats

Answer: B

**NEW QUESTION 57**

You work as a project manager for BlueWell Inc. You are about to complete the quantitative risk analysis process for your project. You can use three available tools and techniques to complete this process. Which one of the following is NOT a tool or technique that is appropriate for the quantitative risk analysis process?

- A. Quantitative risk analysis and modeling techniques
- B. Organizational process assets
- C. Expert judgment
- D. Data gathering and representation techniques

Answer: B

**NEW QUESTION 59**

Which of the following processes involves choosing the alternative strategies, executing a contingency or fallback plan, taking corrective action, and modifying the project management plan?

- A. Scope Change control
- B. Monitor and Control risk
- C. Integrated Change control

D. Configuration Management

**Answer:** B

**NEW QUESTION 61**

Which of the following architecture domains for TOGAF describes the structure of an organization's logical and physical data assets and the associated data management resources?

- A. Applications architecture
- B. Technical architecture
- C. Data architecture
- D. Business architecture

**Answer:** C

**NEW QUESTION 65**

Which volume provides guidance on clarification and prioritization of service-provider investments in services?

- A. Service Operation
- B. Service Strategy
- C. Service Design
- D. Service Management

**Answer:** B

**NEW QUESTION 68**

Which of the following process groups is the most efficient at providing resources to the development of the procurement process?

- A. Acquisition process
- B. Contract management
- C. Process management
- D. Resource management

**Answer:** A

**NEW QUESTION 72**

You are the project manager of the CUL project in your organization. You and the project team are assessing the risk events and creating a probability and impact matrix for the identified risks.

Which one of the following statements best describes the requirements for the data type used in qualitative risk analysis?

- A. A qualitative risk analysis requires fast and simple data to complete the analysis.
- B. A qualitative risk analysis required unbiased stakeholders with biased risk tolerances.
- C. A qualitative risk analysis encourages biased data to reveal risk tolerances.
- D. A qualitative risk analysis requires accurate and unbiased data if it is to be credible.

**Answer:** D

**NEW QUESTION 73**

Which of the following best describes the identification, analysis, and ranking of risks?

- A. Plan Risk management
- B. Design of experiments
- C. Fixed-price contracts
- D. Fast tracking

**Answer:** A

**NEW QUESTION 75**

There are five inputs to the quantitative risk analysis process. Which one of the following is NOT an input to the perform quantitative risk analysis process?

- A. Risk management plan
- B. Risk register
- C. Enterprise environmental factors
- D. Cost management plan

**Answer:** C

**NEW QUESTION 78**

Fill in the blank with an appropriate phrase.

The \_\_\_\_\_ provides investment management services to the firm and directs on how to take decisions on fund.

- A. fund manager

**Answer:** A

**NEW QUESTION 83**

Fill in the blank with an appropriate phrase.

The \_\_\_\_\_ portion of the issue log records the previous pending issues that have been taken care of.

A. resolved issues

**Answer:** A

**NEW QUESTION 87**

Service Transition contains detailed descriptions of which of the following processes?

- A. Change Management, Capacity Management, Event Management, and Service Request Management
- B. Service Level Management, Service Portfolio Management, Service Asset and Configuration Management
- C. Service Asset and Configuration Management, Release Management, and Request Fulfillment
- D. Change Management, Service Asset and Configuration Management, Release and Deployment Management

**Answer:** D

**NEW QUESTION 89**

You are the project manager of the GHG project for your company. You have identified the project risks, completed qualitative and quantitative analysis, and created risk responses. You also need to document how and when risk audits will be performed in the project. Where will you define the frequency of risk audits?

- A. Schedule management plan
- B. Risk management plan
- C. Quality management plan
- D. Risk response plan

**Answer:** B

**NEW QUESTION 94**

Which of the following terms related to risk management represents the estimated frequency at which a threat is expected to occur?

- A. Single Loss Expectancy (SLE)
- B. Exposure Factor (EF)
- C. Annualized Rate of Occurrence (ARO)
- D. Safeguard

**Answer:** C

**NEW QUESTION 96**

Which of the following is a way of delivering value to customers by facilitating outcome that customers wish to get without the control of specific costs and risks?

- A. Processes
- B. Service Desk
- C. Functions
- D. Service

**Answer:** D

**NEW QUESTION 101**

For the entire IT organizations to be agile, all members of the IT organizations need to understand the need for agility and be committed to this process. Which of the following working principles or activity loops are involved for the IT organizations to be agile?

Each correct answer represents a complete solution. Choose all that apply.

- A. Loop 2
- B. Loop 4
- C. Loop3
- D. Loop 1

**Answer:** ACD

**NEW QUESTION 105**

You are interviewing members of a project team to test their understanding of the assigned risk responses as risk owners. You and the project manager are working together to evaluate the risk responses to determine their effectiveness in the project. What project management technique are you performing with the project manager in this scenario?

- A. Risk identification with the project team
- B. Risk audits
- C. Risk analysis
- D. Stakeholder analysis as the project team is a stakeholder

**Answer:** B

**NEW QUESTION 106**

Ned is the project manager of the HNN project for your company. Ned has asked you to help him complete some probability distributions for his project. What

portion of the project will you most likely use for probability distributions?

- A. Uncertainty in values such as duration of schedule activities
- B. Risk probability and impact matrixes
- C. Bias towards risk in new resources
- D. Risk identification

**Answer:** A

**NEW QUESTION 111**

You work as a project manager for BlueWell Inc. You have to communicate the causes of risk events to the stakeholders. Which risk diagramming technique you will use to communicate the causes of risk events to project stakeholders?

- A. Project network diagrams
- B. Ishikawa diagrams
- C. Process flow charts
- D. Influence diagrams

**Answer:** B

**NEW QUESTION 114**

Fill in the blank with an appropriate phrase.

\_\_\_\_\_ are activities that are dangerous to complete and manage such as construction, electrical work, or manufacturing.

- A. Pure risks

**Answer:** A

**NEW QUESTION 118**

What project management plan is most likely to direct the quantitative risk analysis process for a project in a matrix environment?

- A. Risk management plan
- B. Staffing management plan
- C. Risk analysis plan
- D. Human resource management plan

**Answer:** A

**NEW QUESTION 121**

Drag and drop the correct activity loop at the appropriate place.

DESCRIPTION	ACTIVITY LOOPS
It emphasizes on monitoring and deciding of processes.	Drop Here <span style="float: right;">Loop 3</span>
It describes the improvement of the existing processes.	Drop Here <span style="float: right;">Loop 2</span>
It describes the creation of new processes.	Drop Here <span style="float: right;">Loop 1</span>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

DESCRIPTION	ACTIVITY LOOPS
It emphasizes on monitoring and deciding of processes.	Loop 1 <span style="float: right;">Loop 3</span>
It describes the improvement of the existing processes.	Loop 2 <span style="float: right;">Loop 2</span>
It describes the creation of new processes.	Loop 3 <span style="float: right;">Loop 1</span>

**NEW QUESTION 123**

Shawn is the project manager of the WHT Project for his company. In this project Shawn's team reports that they have found a way to complete the project work for less cost than what was originally planned. The project team presents a new software that will help to automate the project work. While the software and the associated training costs

\$25,000 it will save the project nearly \$65,000 in total costs. Shawn agrees to the software and changes to the project management plan accordingly. What type of risk response has been used in this instance?

- A. Enhancing
- B. Accepting
- C. Avoidance
- D. Exploiting

Answer: D

**NEW QUESTION 125**

Which of the following sub-processes of Capacity Management is concerned with the management of the individual components of the IT Infrastructure?

- A. Capacity Management Reporting
- B. Business Capacity Management
- C. Service Capacity Management
- D. Resource Capacity Management

Answer: D

**NEW QUESTION 128**

Fred is the project manager of a large project in his organization. Fred needs to begin planning the risk management plan with the project team and key stakeholders. Which plan risk management process tool and technique should Fred use to plan risk management?

- A. Planning meetings and analysis
- B. Variance and trend analysis
- C. Data gathering and representation techniques
- D. Information gathering techniques

Answer: A

**NEW QUESTION 132**

Drag and drop the various SSE-CMM levels at the appropriate places.

DESCRIPTION	LEVEL
It focuses on whether an organization or project performs a process that incorporates the BPs.	Drop Here
It focuses on project-level definition, planning, and performance issues.	Drop Here
It focuses on disciplined tailoring from defined processes at the organization level.	Drop Here
It gains leverage from all the management practice improvements seen in the earlier levels, then emphasizes the cultural shifts that will sustain the gains made.	Drop Here

LEVEL 5

LEVEL 3

LEVEL 2

LEVEL 1

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

DESCRIPTION	LEVEL
It focuses on whether an organization or project performs a process that incorporates the BPs.	LEVEL 1
It focuses on project-level definition, planning, and performance issues.	LEVEL 2
It focuses on disciplined tailoring from defined processes at the organization level.	LEVEL 3
It gains leverage from all the management practice improvements seen in the earlier levels, then emphasizes the cultural shifts that will sustain the gains made.	LEVEL 5

LEVEL 5

LEVEL 3

LEVEL 2

LEVEL 1

**NEW QUESTION 134**

Gary is the project manager of the MMQ project for his company. He is working with his project team to plan the risk responses for his project. Sarah, a project team member, does not understand the process that Gary is using to plan the risk responses. Which approach is the preferred method to address project risks and the risk responses?

- A. Risks in the project should be addressed by their probability for creating risk responses.
- B. Risks in the project should be addressed by the organization's risk tolerance for creating risk responses.
- C. Risks in the project should be addressed by their priority for creating risk responses.
- D. Risks in the project should be addressed by their impact for creating risk responses.

**Answer: C**

#### NEW QUESTION 139

Which of the following are the main benefits of using Information Services Procurement Library (ISPL)? Each correct answer represents a complete solution. Choose all that apply.

- A. The contract can be used as a control instrument.
- B. The customer can take advantage of the competitive market.
- C. The proposals of consumers become comparable.
- D. The use of a strategy that really fits the situation.

**Answer: ABD**

#### NEW QUESTION 142

During qualitative risk analysis you want to define the risk urgency assessment. All of the following are indicators of risk priority except for which one?

- A. Risk rating
- B. Warning signs
- C. Cost of the project
- D. Symptoms

**Answer: C**

#### NEW QUESTION 144

Software Development Life Cycle (SDLC) is a logical process used by programmers to develop software. Which of the following SDLC phases meets the audit objectives defined below:

- System and data are validated.
- System meets all user requirements.
- System meets all control requirements.

- A. Evaluation and acceptance
- B. Programming and training
- C. Initiation
- D. Definition

**Answer: A**

#### NEW QUESTION 148

Which of the following processes contained in the Portfolio Management domain of Val IT identifies resource requirements?

- A. PM5
- B. PM3
- C. PM2
- D. PM4

**Answer: C**

#### NEW QUESTION 151

Which of the following phases in SDLC transforms the detailed requirements into complete, detailed system design document?

- A. Planning
- B. Design
- C. Development
- D. Initiation

**Answer: B**

#### NEW QUESTION 153

Which of the following phases of IT lifecycle occurs during the concept and idea stages of basic research?

- A. IT asset phase
- B. IT discovery phase
- C. IT process phase
- D. IT project phase

**Answer: B**

**NEW QUESTION 157**

What is the formula for measuring the "usage gap"?

- A. Usage gap = market potential - existing usage
- B. Usage gap = market potential \* existing usage
- C. Usage gap = market potential / existing usage
- D. Usage gap = market potential + existing usage

**Answer:** A

**NEW QUESTION 162**

In which of the following types of biases does the data collection itself interfere with the process it is measuring?

- A. Interaction
- B. Nonresponse
- C. Perception
- D. Operational

**Answer:** A

**NEW QUESTION 163**

Which of the following categories describes the value added by the process divided by the value of the labor and capital consumed?

- A. Quality
- B. Timeliness
- C. Quantity
- D. Productivity

**Answer:** D

**NEW QUESTION 165**

Which of the following processes uses statistical evidences to determine progress toward specific defined organizational objectives?

- A. Resource management
- B. Risk management
- C. Value delivery
- D. Performance measurement

**Answer:** D

**NEW QUESTION 169**

Which of the following areas tracks the project delivery, and monitors the IT services?

- A. Risk management
- B. Performance measurement
- C. Strategic alignment
- D. Value delivery

**Answer:** B

**NEW QUESTION 173**

Which of the following individuals ensures that IT complies with policy, laws and regulations?

- A. Project sponsor
- B. Compliance officer
- C. Supplier
- D. Business partner

**Answer:** B

**NEW QUESTION 174**

Which of the following individuals supports and contributes to customer's governance approach?

- A. User representatives
- B. Supplier/Business partners
- C. Compliance officers
- D. Project sponsors

**Answer:** B

**NEW QUESTION 179**

Which of the following techniques builds various plausible views of possible futures for a business?

- A. PEST analysis
- B. Scenario Planning

- C. SWOT Analysis
- D. Market Segmentation

**Answer:** B

**NEW QUESTION 180**

Which of the following areas focuses on aligning with the business and collaborative solutions?

- A. Risk management
- B. Strategic alignment
- C. Resource management
- D. Value delivery

**Answer:** B

**NEW QUESTION 182**

Which of the following individuals/team allocates business resources for effective IT governance?

- A. Business Executive
- B. CEO
- C. CIO
- D. IT Strategy Committee

**Answer:** A

**NEW QUESTION 186**

You are using the IT BSC management tool to apply the practices of IT BSC to the IT function. You want to perform the following functions:

Deliver value Manage cost Manage risks

Achieve intercompany synergies

Which process of the IT BSC Measurement tool will you use?

- A. Future Orientation
- B. Operational excellence
- C. Corporate contribution
- D. Customer Orientation

**Answer:** C

**NEW QUESTION 189**

Which of the following quadrant analysis identifies the key issues of cost containment, predictability or reliability, continual unit cost improvement, and benchmarking for justification?

- A. Low level role (tactical/utility) and business market leader (risk-taker/high growth)
- B. High level role (strategic/transformational) and business market leader (risk-taker/high growth)
- C. Low level role (tactical/utility) and business market followers (risk-averse/mature)
- D. High level role (strategic/transformational) and business market followers (risk-averse/mature)

**Answer:** C

**NEW QUESTION 190**

Fill in the blank with an appropriate phrase.

The \_\_\_\_ creates and delivers momentum in gaining executive support, and provides help to set up messaging that is constantly conveyed to motivate the team, and gives information to the stakeholders.

- A. communication plan

**Answer:** A

**NEW QUESTION 191**

Which of the following objectives are used by the system to decrease costs or revenues?

- A. Increasing production rates
- B. Decreasing production and operating costs
- C. Improving product quality
- D. Creating new distribution channels

**Answer:** ABC

**NEW QUESTION 192**

Which of the following objectives are used by the system to increase costs or revenues? Each correct answer represents a complete solution. Choose all that apply.

- A. Erecting barriers to entry by competitors
- B. Increasing production rates
- C. Improving product quality

D. Creating new distribution channels

**Answer:** AD

**NEW QUESTION 196**

Which of the following strategic issues in the IFAC report highlight the underlying success and failure of enterprises? Each correct answer represents a complete solution. Choose all that apply.

- A. Ability to provide service feedback to providers
- B. Strategy execution
- C. Ability to undertake successful mergers and acquisitions
- D. Clarity of strategy

**Answer:** BCD

**NEW QUESTION 198**

Which of the following quadrant analysis identifies the key issues of working well with other functions, IT value realization over time rather than-just cost, and being business process- focused but solutiondriven?

- A. Low level role (tactical/utility) and business market leader (risk-taker/high growth)
- B. High level role (strategic/transformational) and business market leader (risk-taker/high growth)
- C. High level role (strategic/transformational) and business market followers (risk-averse/mature)
- D. Low level role (tactical/utility) and business market followers (risk-averse/mature)

**Answer:** C

**NEW QUESTION 202**

Which of the following processes contained in the Portfolio Management domain of Val IT creates an overall portfolio view?

- A. PM8
- B. PM7
- C. PM9
- D. PM10

**Answer:** C

**NEW QUESTION 205**

Which of the following individuals provides service feedback to the providers?

- A. Compliance officers
- B. User representatives
- C. Project sponsors
- D. Suppliers

**Answer:** B

**NEW QUESTION 207**

Which of the following is a non repetitive set of tasks that lead to the achievement of a new objective?

- A. Plan
- B. Strategy
- C. Techniques
- D. Tactics

**Answer:** A

**NEW QUESTION 208**

Which of the following activity loops describes creation of new processes?

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

**Answer:** A

**NEW QUESTION 211**

Which of the following service delivery processes includes controls, document and record, as its sub processes?

- A. Service level management
- B. Service reporting
- C. Information security management
- D. Capacity management

**Answer:** C

**NEW QUESTION 214**

Which of the following phases of IT lifecycle is governed by a series of stages and gates for managing the lifecycle of projects?

- A. IT project phase
- B. IT process phase
- C. IT asset phase
- D. IT discovery phase

**Answer: A**

**NEW QUESTION 218**

Which of the following risk functions ensures the product/service alignment with the customer requirements?

- A. Accounting
- B. Marketing
- C. Strategic planning
- D. Credit

**Answer: B**

**NEW QUESTION 220**

Which of the following categories measures the health of the organization and the working environment of its employees?

- A. Quantity
- B. Safety
- C. Effectiveness
- D. Efficiency

**Answer: B**

**NEW QUESTION 224**

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