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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 highes 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
Your project spans the entire organization. You would like to assess the risk of the project but are worried that some of the managers involved in the project could affect the outcome of any risk identification meeting. Your worry is based on the fact that some employees would not want to publicly identify risk events that could make their supervisors
look bad. You would like a method that would allow participants to anonymously identify risk events. What risk identification method could you use?

A. Delphi technique
B. Isolated pilot groups
C. SWOT analysis
D. Root cause analysis

Answer: A

NEW QUESTION 3
Fill in the blank with an appropriate word.
_____ is also referred to as corporate governance, and covers issues such as board structures, roles and executive remuneration.

A. Conformance

Answer: A

NEW QUESTION 4
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 5
Mary is the business analyst for your organization. She asks you what the purpose of the assess capability gaps task is. Which of the following is the best response to give Mary?

A. It identifies the causal factors that are contributing to an effect the solution will solve.
B. It identifies new capabilities required by the organization to meet the business need.
C. It describes the ends that the organization wants to improve.
D. It identifies the skill gaps in the existing resources.

Answer: B

NEW QUESTION 6
Which of the following are the roles of a CEO in the Resource management framework? Each correct answer represents a complete solution. Choose all that apply.

A. Organizing and facilitating IT strategic implementations
B. Establishment of business priorities & allocation of resources for IT performance
C. Overseeing the aggregate IT funding
D. Capitalization on knowledge & information

Answer: ABD

NEW QUESTION 7
Fill in the blank with an appropriate phrase.
_____ is the study of how the variation (uncertainty) in the output of a mathematical model can be apportioned, qualitatively or quantitatively, to different sources of variation in the input of a model.

A. Sensitivity analysis

Answer: A

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NEW QUESTION 8
You work as a project manager for TYU project. You are planning for risk mitigation. You need to identify the risks that will need a more in-depth analysis. Which of the following activities will help you in this?

A. Estimate activity duration
B. Quantitative analysis
C. Qualitative analysis
D. Risk identification

Answer: C

NEW QUESTION 9
You are the business analyst for your organization and are preparing to conduct stakeholder analysis. As part of this process you realize that you'll need several inputs. Which one of the following is NOT an input you'll use for the conduct stakeholder analysis task?

A. Organizational process assets
B. Enterprise architecture
C. Business need
D. Enterprise environmental factors

Answer: D

NEW QUESTION 10
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 10
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 projectoriented analysis. Which modeling technique does NOT provide event- oriented and projectoriented analysis for identified risks?

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

Answer: D

NEW QUESTION 13
Benchmarking is a continuous process that can be time consuming to docorrectly. 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 17
Jenny is the project manager for the NBT projects. She is working with the project team and several subject matter experts to perform the quantitative risk analysis process. During this process she and the project team uncover several risks events that were not previously identified.
What should Jenny do with these risk events?

A. The events should be determined if they need to be accepted or responded to.
B. The events should be entered into the risk register.
C. The events should continue on with quantitative risk analysis.
D. The events should be entered into qualitative risk analysis.

Answer: B

NEW QUESTION 20
Which of the following processes is responsible for low risk, frequently occurring low cost changes?

A. Incident Management
B. IT Facilities Management
C. Release Management
D. Request Fulfillment

Answer:

D

NEW QUESTION 25
You are a management consultant. WebTech Inc., an e-commerce organization, hires you to analyze its SWOT. Which of the following factors will you not consider for the SWOT analysis?

A. Bandwidth
B. Pricing
C. Product
D. Promotion

Answer: A

NEW QUESTION 26
You are the project manager for your organization and you are working with Thomas, a project team member. You and Thomas have been working on a specific risk response for a probable risk event in the project. Thomas is empowered with a risk response and will control all aspects of the identified risk response in which a particular risk event will happen within the project. What title, in regard to risk, is bestowed on Thomas?

A. Risk coordinator
B. Risk expeditor
C. Risk owner
D. Risk team leader

Answer: C

NEW QUESTION 30
Val IT is a suite of documents that provide a framework for the governance of IT investments, produced by the IT Governance Institute (ITGI). It is a formal statement of principles and processes for IT portfolio management. Drag and drop the correct domain ('Portfolio management') next to the IT processes defined by Val IT.

DESCRIPTION	IT PROCESSES	
It maintains a human resource inventory.	Drop Here	PM 9
It identifies the resource requirements.	Drop Here	PM 8
It performs a gap analysis.	Drop Here	PM 7
It develops a resourcing plan.	Drop Here	PM 6
It monitors the resource requirements and utilization.	Drop Here	PM 5
It establishes an investment threshold.	Drop Here	PM 4
It evaluates the initial program concept business case.	Drop Here	PM 3
It evaluates and assigns a relative score to the program business case.	Drop Here	PM 2
It creates an overall portfolio view.	Drop Here	PM 1

A. Mastered
B. Not Mastered

Answer: A

Explanation:

DESCRIPTION	IT PROCESSES	
It maintains a human resource inventory.	PM 1	PM 9
It identifies the resource requirements.	PM 2	PM 8
It performs a gap analysis.	PM 3	PM 7
It develops a resourcing plan.	PM 4	PM 6
It monitors the resource requirements and utilization.	PM 5	PM 5
It establishes an investment threshold.	PM 6	PM 4
It evaluates the initial program concept business case.	PM 7	PM 3
It evaluates and assigns a relative score to the program business case.	PM 8	PM 2
It creates an overall portfolio view.	PM 9	PM 1

NEW QUESTION 34
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 36
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 41
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 45
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 48
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.
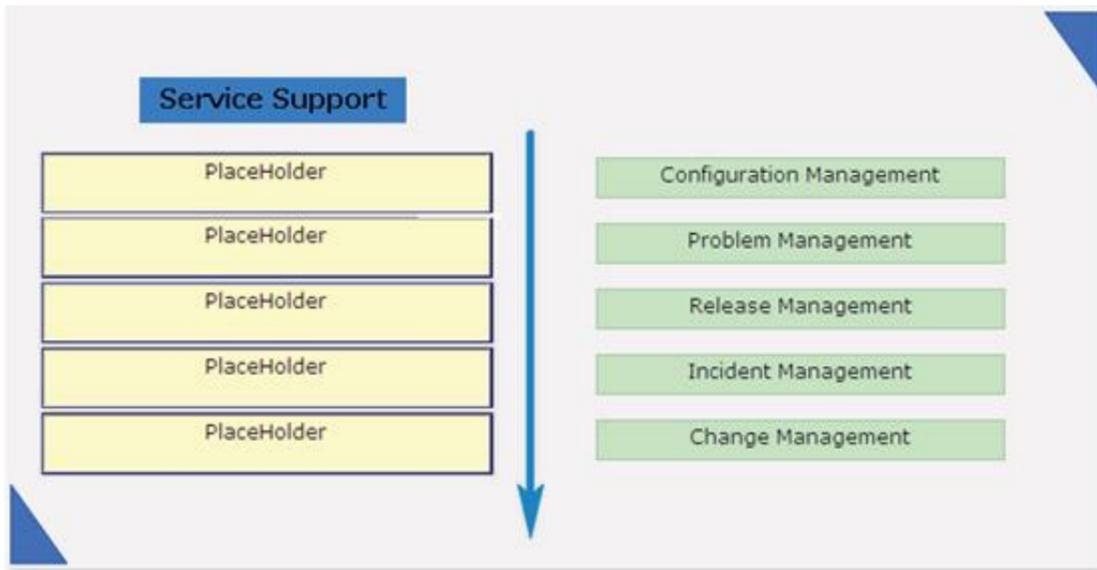
A. Mastered
B. Not Mastered

Answer: A

Explanation:
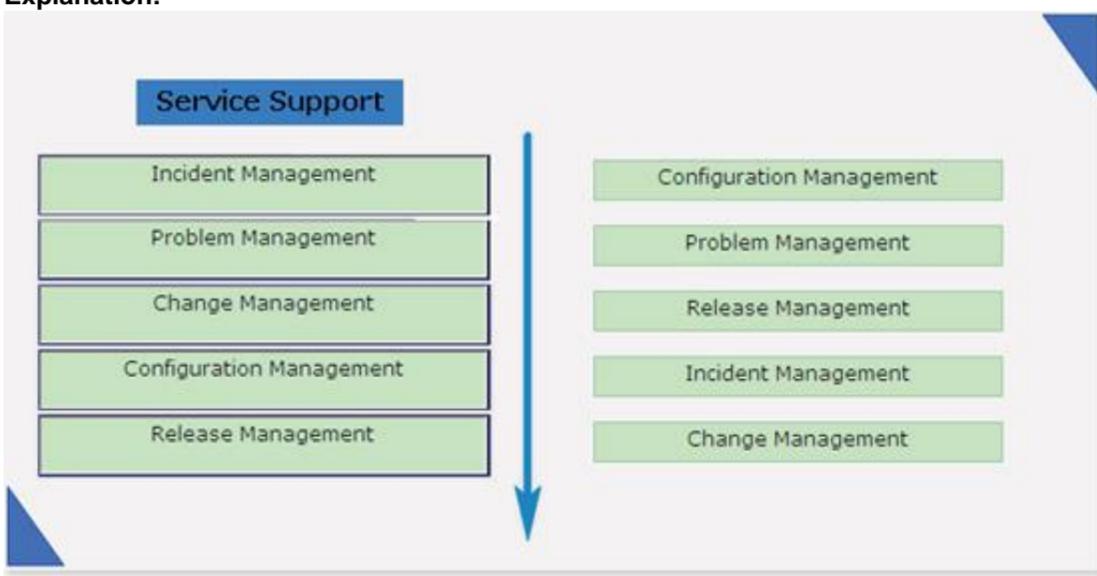
NEW QUESTION 53
The entry points to Service Strategy are referred to as "the Four Ps". They identify the different forms a service strategy may take. Which of the following is a correct list of the 'Four Ps'?

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

Answer: D

NEW QUESTION 54
You are the project manager of the AMD project for your organization. In this project, you are currently performing quantitative risk analysis. The tool and technique you are using is simulation where the project model is computed many times with the input values chosen at random for each iteration. The goal is to create a probability distribution from the iterations for the project schedule. What technique will you use with this simulation?

A. Pareto modeling
B. Expected Monetary Value
C. Monte Carlo Technique
D. Analogous modeling

Answer: C

NEW QUESTION 56
Which of the following levels of Gartner's cost optimization framework describes the right kind of partnership with IT vendors, which can benefit each party in times of economic upturns?

A. Cost Savings within IT
B. Joint Business and IT Cost Savings
C. IT Procurement
D. Enabling Innovation and Business Restructuring

Answer: C

NEW QUESTION 59
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 Improvement Plan
B. Service Quality Plan
C. Business Service Catalogue
D. Service Level Agreement

Answer: A

NEW QUESTION 62
Which of the following responsibilities are performed by the core team of IT governance? Each correct answer represents a complete solution. Choose all that apply.

A. Provide service feedback to providers.
B. Undertake core tasks.
C. Define plan and deliverables.
D. Report on process.

Answer: BCD

NEW QUESTION 65
Harold is the project manager of a large project in his organization. He has been actively communicating and working with the project stakeholders. One of the outputs of the manage stakeholder expectations process can actually create new risk events for Harold's project. Which output of the manage stakeholder expectations process can create risks?

A. Project management plan updates
B. Project document updates
C. Change requests
D. Organizational process assets updates

Answer: C

NEW QUESTION 68
Lisa is the project manager of the SQL project for her company. She has completed the risk response planning with her project team and is now ready to update the risk register to reflect the risk response. Which of the following statements best describes the level of detail Lisa should include with the risk responses she has created?

A. The level of detail is set by historical information.
B. The level of detail should correspond with the priority ranking.
C. The level of detail is set of project risk governance.
D. The level of detail must define exactly the risk response for each identified risk.

Answer: B

NEW QUESTION 72
Which of the following domains of CGEIT aims to guarantee that the IT enables and supports the achievement of business objectives through the integration of IT strategic plans with business strategic plans and the alignment of IT services with enterprise operations?

A. Risk Management
B. IT Governance Framework
C. Strategic Alignment
D. Value Delivery

Answer: C

NEW QUESTION 77
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 79
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 83
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 87
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 92
You work as a project manager for TechSoft Inc. You are working with the project stakeholders on the qualitative risk analysis process in your project. You have used all the tools to the qualitative risk analysis process in your project. Which of the following techniques is NOT used as a tool in qualitative risk analysis process?

A. Risk Data Quality Assessment
B. Risk Categorization
C. Risk Reassessment
D. Risk Urgency Assessment

Answer: C

NEW QUESTION 94
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 99
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 100
You work as a project manager for BlueWell Inc. Your project is using a new material to construct a large warehouse in your city. This new material is cheaper than traditional building materials, but it takes some time to learn how to use the material properly. You have communicated to the project stakeholders that you will be able to save costs by using the new material, but you will need a few extra weeks to complete training to use the materials. This risk response of learning how to use the new materials can also be known as what term?

A. Cost-benefits analysis
B. Benchmarking
C. Cost of conformance to quality
D. Team development

Answer: C

NEW QUESTION 103
Which of the following methods offers a number of modeling practices and disciplines that contribute to a successful service-oriented life cycle management and modeling?

A. Service-oriented modeling and architecture (SOMA)

B. Service-oriented architecture (SOA)
C. Sherwood Applied Business Security Architecture (SABSA)
D. Service-oriented modeling framework (SOMF)

Answer: D

NEW QUESTION 108
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 110
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 113
Which of the following techniques is used for understanding the "environment" in which a business operates?

A. Critical success factor analysis
B. PEST analysis
C. SWOT analysis
D. Market segmentation

Answer: B

NEW QUESTION 118
John is the project manager of the NHQ Project for his company. His project has 75 stakeholders, some of which are external to the organization. John needs to make certain that he communicates about risk in the most appropriate method for the external stakeholders. Which project management plan will be the best guide for John to communicate to the external stakeholders?

A. Communications Management Plan
B. Risk Response Plan
C. Project Management Plan
D. Risk Management Plan

Answer: A

NEW QUESTION 119
You work as the project manager for BlueWell Inc. You are monitoring the project performance. You want to make a decision to change the project plan to eliminate a risk in order to protect the project objectives.
Which of the following strategies will you use to tackle the risk?

A. Risk mitigation
B. Risk avoidance
C. Risk acceptance
D. Risk transference

Answer: B

NEW QUESTION 124
Management wants you to create a visual diagram of what resources will be utilized in the project deliverables. What type of a chart is management asking you to create?

A. RACI chart
B. Roles and responsibility matrix
C. Work breakdown structure
D. Resource breakdown structure

Answer: D

NEW QUESTION 129
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 132
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. Feasibility study
B. Product breakdown
C. Business case study
D. SWOT analysis

Answer: D

NEW QUESTION 133
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 138
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 139
Your project team has identified a project risk that must be responded to. The risk has been recorded in the risk register and the project team has been discussing potential risk responses for the risk event. The event is not likely to happen for several months but the probability of the event is high. Which one of the following is a valid response to the identified risk event?

A. Risk audit
B. Earned value management
C. Corrective action
D. Technical performance measurement

Answer: C

NEW QUESTION 142
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 147
Which of the following frameworks is for enterprise architecture, and provides a comprehensive approach to the design, planning, implementation, and governance of an enterprise information architecture?

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

Answer: A

NEW QUESTION 149
What stakeholder(s) must participate in the document elicitation result?

A. Business analyst and the key stakeholders

B. Business analyst and the business owner
C. Business analyst, business analysis team, and the key stakeholders
D. Business analyst

Answer: D

NEW QUESTION 153
What is information system governance all about?
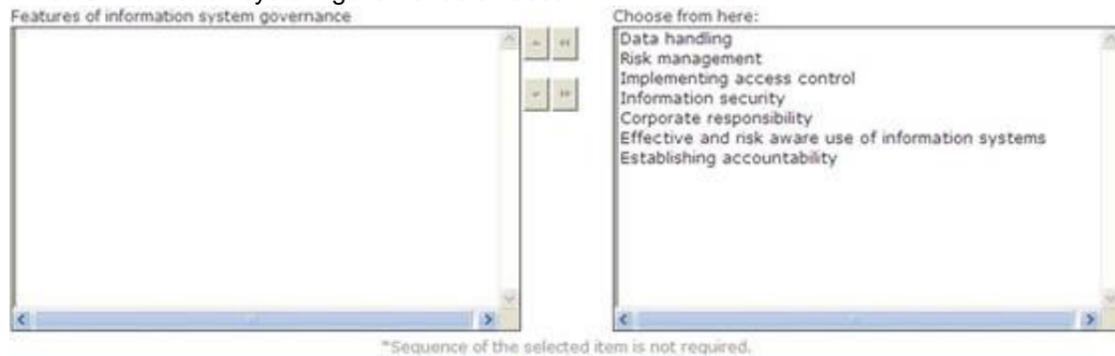
A. Mastered
B. Not Mastered

Answer: A

Explanation:
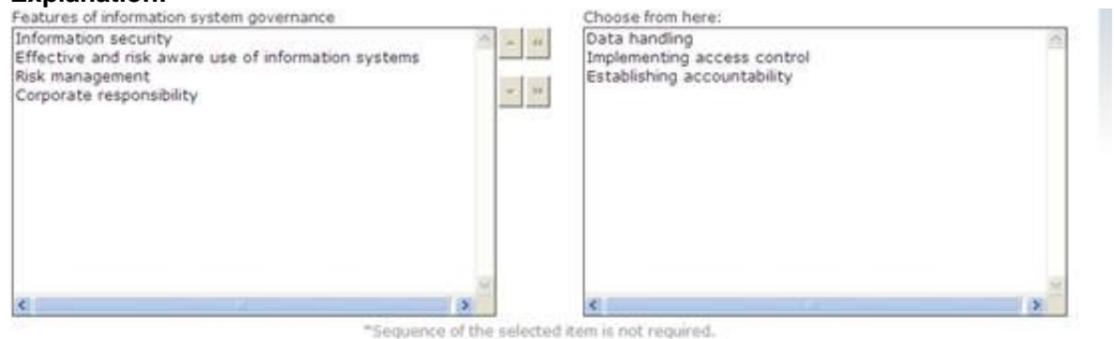
NEW QUESTION 158
Holly and Gary are HR Professionals in their organization and they're working to develop the strategic plan for their organization. Holly and Gary are using SWOT analysis to help understand the needs of human, financial, technological, capital, and other aspects of their organization. What is SWOT?

A. SWOT is an analysis to define the strengths, weaknesses, opportunities, and threats an organization may face.
B. SWOT is an analysis to define the schedule, weaknesses, opportunities, and timetable of a project endeavor.
C. SWOT is an analysis to define the strengths, weaknesses, openness, and timeliness of an organization.
D. SWOT is an analysis to define the seriousness, weaknesses, openness, and timetable of organization development.

Answer: A

NEW QUESTION 161
What is the key output handed over to Service Transition within Service Design?

A. Business Perspective
B. Service Portfolio Management
C. ITIL Small-Scale Implementation
D. Service Design Package

Answer: D

NEW QUESTION 162
Which of the following processes are covered by Service Strategy?
Each correct answer represents a complete solution. Choose all that apply.

A. Service Portfolio Management
B. IT Financial Management
C. Demand Management
D. IT Architecture Management
E. Supplier Management

Answer: ABCE

NEW QUESTION 167
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 171
Enterprise analysis provides many things for an organization. All of the following are tasks included in enterprise analysis except for which one?

A. Solution performance assessment
B. Define business need
C. Determine solution approach
D. Assess capability gaps

Answer: A

NEW QUESTION 175
Billy is the project manager of the HAR Project and is in month six of the project. The project is scheduled to last for 18 months. Management asks Billy how often the project team is participating in risk reassessment in this project. What should Billy tell management if he's following the best practices for risk management?

A. Project risk management happens at every milestone.
B. Project risk management has been concluded with the project planning.
C. At every status meeting the project team project risk management is an agenda item.
D. Project risk management is scheduled for every month in the 18-month project.

Answer: C

NEW QUESTION 178
You are the project manager of a computer upgrade project. You and the vendor are in dispute over the deliverables the vendor was to provide and configure. What document can best describe how you and the vendor are to proceed if there is a claim against the vendor?

A. Procurement management plan
B. Project cost management plan
C. Enterprise environmental factors
D. Contract

Answer: D

NEW QUESTION 182
Which of the following frameworks describes an enterprise view of all project management activities and how these activities contribute to the success of the organization?

A. Casualty Actuarial Society framework
B. COSO ERM
C. Enterprise project management (EPM)
D. COBIT

Answer: C

NEW QUESTION 186
Which of the following planned and purposeful management processes are required by Strategic Alignment? Each correct answer represents a complete solution. Choose all that apply.

A. Clarifying the role that IT should play
B. Aligning IT strategy with the business strategy
C. Evaluating, post implementation, benefits delivered by IT
D. Creating and sustaining awareness of the strategic role of IT at a top management level

Answer: ACD

NEW QUESTION 188
Which of the following terms includes performance objectives and criteria (POCs), performance indicators, and any other means that evaluate the success in achieving a specified goal?

A. Precision
B. Performance Measurement System
C. Performance Measure
D. Performance Measurement Category

Answer: C

NEW QUESTION 191
Which of the following frameworks defines ERM as the discipline by which an organization in any industry assesses, controls, exploits, finances, and monitors risks from all sources for the purpose of increasing the organization's short- and long-term value to its stakeholders?

A. COSO ERM framework

B. COBIT
C. Val IT
D. Casualty Actuarial Society framework

Answer: D

NEW QUESTION 196
Which of the following stages of the Forrester's IT Governance Maturity Model states that there are no proper IT governance processes, and it is not documented by management as a requirement?

A. Stage 3-Consistent
B. Stage 2-Fragmented
C. Stage 1-Ad hoc
D. Stage 4-Best practices

Answer: C

NEW QUESTION 197
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 201
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 204
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 207
Drag and drop the correct activity loop at the appropriate place.

DESCRIPTION	ACTIVITY LOOPS	
It emphasizes on monitoring and deciding of processes.	Drop Here	Loop 3
It describes the improvement of the existing processes.	Drop Here	Loop 2
It describes the creation of new processes.	Drop Here	Loop 1

A. Mastered
B. Not Mastered

Answer: A

Explanation:

DESCRIPTION	ACTIVITY LOOPS	
It emphasizes on monitoring and deciding of processes.	Loop 1	Loop 3
It describes the improvement of the existing processes.	Loop 2	Loop 2
It describes the creation of new processes.	Loop 3	Loop 1

NEW QUESTION 210
Which of the following outsourcing defines the performance objectives reached by negotiation between the user and the provider of a service, or between an outsourcer and an organization?

A. Service level Agreement (SLA)
B. Proposal
C. Contract
D. Outsource

Answer: A

NEW QUESTION 213
Which of the following essential elements of IT Portfolio Investment Management seamlessly initiates the projects, and incorporates the asset and software development costs to improve the accuracy of ongoing portfolio assessment and project prioritization?

A. Portfolio Management
B. Portfolio What-If Planning
C. Integrated Capability
D. Portfolio Planning Analysis

Answer: C

NEW QUESTION 217
You work as the project manager for Bluewell Inc. You are working on NGQQ Project for your company. You have completed the risk analysis processes for the risk events. You and the project team have created risk responses for most of the identified project risks. Which of the following risk response planning techniques will you use to shift the impact of a threat to a third party, together with the responses?

A. Risk transference
B. Risk avoidance
C. Risk acceptance
D. Risk mitigation

Answer: A

NEW QUESTION 221
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 222
You are the project manager of a large construction project. Part of the project involves the wiring of the electricity in the building your project is creating. You and the project team determine the electrical work is too dangerous to perform yourself so you hire an electrician to perform the work for the project. This is an example of what type of risk response?

A. Avoidance
B. Mitigation
C. Transference
D. Acceptance

Answer: C

NEW QUESTION 223
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 226
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 230
What does the T in SWOT analysis mean?

A. Time
B. Trial
C. Threats
D. Test

Answer: C

NEW QUESTION 235
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. Control activities
B. Control environment
C. Strategic alignment
D. Risk assessment

Answer: ABD

NEW QUESTION 237
Which of the following are the objectives of Service Level Management (SLM)?
* 1. To negotiate SLAs with the customers and to design services in accordance with the agreed service level targets.
* 2. Defining, documenting, and agreeing the level of IT Services to be provided.
* 3. Identifying possible future markets that the Service Provider could operate in.
* 4. Monitoring, measuring, and reporting the actual level of services provided.
* 5. Monitoring and improving customer satisfaction.

A. 1, 2, and 3 only
B. 1, 2, 4, and 5 only
C. 1, 2, 3, 4, and 5
D. 1, 2, 3, and 5 only
E. 1 and 2 only

Answer: B

NEW QUESTION 238
Ben is the project manager of the CMH Project for his organization. He has identified a risk that has a low probability of happening, but the impact of the risk event could save the project and the organization with a significant amount of capital. Ben assigns Laura to the risk event and instructs her to research the time, cost, and method to improve the probability of the positive risk event. Ben then communicates the risk event and response to management. What risk response has been used here?

A. Enhance
B. Transference
C. Sharing
D. Exploit

Answer: A

NEW QUESTION 239
Jeff works as a project manager for BlueWell Inc. He is determining which risks can affect the project. Which of the following are the inputs to the identify risks process that Jeff will use to accomplish the task?
Each correct answer represents a complete solution. Choose all that apply.

A. Risk management plan
B. Activity cost estimates
C. Scope baseline
D. Risk register

Answer: ABC

NEW QUESTION 240
Which of the following types of agreement creates a confidential relationship between the parties to protect any type of confidential and proprietary information or a trade secret?

A. CNC
B. NDA
C. SLA
D. Non-price competition

Answer: B

NEW QUESTION 242
Gary is the project manager for his organization. He is working with the project stakeholders on the project requirements and how risks may affect their project. One of the stakeholders is confused about what constitutes risks in the project. Which of the following is the most accurate definition of a project risk?

A. It is an unknown event that can affect the project scope.
B. It is an uncertain event that can affect at least one project objective.
C. It is an uncertain event that can affect the project costs.
D. It is an uncertain event or condition within the project execution.

Answer: B

NEW QUESTION 243
Which of the following roles is used to ensure that the confidentiality, integrity, and availability of the services are maintained to the levels approved on the Service Level Agreement (SLA)?

A. The Service Level Manager
B. The Configuration Manager
C. The IT Security Manager
D. The Change Manager

Answer: C

NEW QUESTION 245
Which of the following are commonly used terms when discussing service improvement outcomes?
* 1. Improvements
* 2. Benefits
* 3. Return On Investment (ROI)
* 4. Value On Investment(VOI)
* 5. Resources

A. 2, 3, and 5 only
B. 2, 3, 4, and 5 only
C. 1, 2, 3, and 4 only
D. 1, 2, and 4 only
E. 1, 2, 3, 4, and 5

Answer: C

NEW QUESTION 248
Which of the following processes contained in the Portfolio Management domain of Val IT establishes an investment threshold?

A. PM4
B. PM7
C. PM6
D. PM5

Answer: C

NEW QUESTION 249
Which of the following ISO standards defines the corporate governance of IT?

A. ISO 9000
B. ISO 27001
C. ISO 20000
D. ISO 38500

Answer: D

NEW QUESTION 251
Which of the following concepts aims to limit errors to 1 per million units produced?

A. TQM

B. BSC
C. Six Sigma
D. TSM

Answer: A

NEW QUESTION 256
Which of the following activity loops describes improvement of the existing processes?

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

Answer: D

NEW QUESTION 257
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 260
Which of the following steps of development of business case describes the financial benefits analysis?

A. Step 1
B. Step 3
C. Step 2
D. Step 4

Answer: B

NEW QUESTION 262
Which of the following project management plans defines the risk identification, analysis, response, and monitoring strategies?

A. Communications Management Plan
B. Resource Management Plan
C. Risk Management Plan
D. Stakeholder management strategy

Answer: C

NEW QUESTION 264
Which of the following resource categories includes costs, productivity, availability, and change and configuration management?

A. Products
B. Processes
C. People
D. Partners

Answer: B

NEW QUESTION 266
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 271
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 276
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 277
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 282
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 284
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 287
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 288
Which of the following types of risks includes liability torts, property damage, natural catastrophe and financial risk?

A. Asset risk
B. Hazard risk
C. Operational risk
D. Strategic risk

Answer: B

NEW QUESTION 292
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 297
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. Tools and automation
C. Awareness and communication
D. Availability and accessibility

Answer: ABC

NEW QUESTION 302
Which of the following steps of IT governance program establishes a balanced scorecard mechanism for measuring current performance that are related to the IT governance focus areas?

A. Define target areas
B. Develop improvement strategies
C. Understand and define the risks
D. Measure results

Answer: D

NEW QUESTION 306
Which of the following areas of IT Governance Framework of CGEIT aims to guarantee that the IT function remains aligned with the organization's strategic objectives?

A. Strategic Alignment
B. Performance management
C. Value Delivery
D. Risk Management

Answer: A

NEW QUESTION 311
In which of the following components of the COSO ERM are the policies and procedures established and implemented to help ensure that the risk responses are effectively carried out?

A. Control activity
B. Risk assessment
C. Risk response
D. Event identification

Answer: A

NEW QUESTION 312
Which of the following components of COSO ERM framework encompasses the nature of an enterprise, and sets the basis for how risk is viewed and addressed by an organization people, including risk management philosophy and risk appetite, integrity and ethical values, and the environment in which it operates?

A. Risk response
B. Risk assessment
C. Control activity
D. Internal environment

Answer: D

NEW QUESTION 314
Which of the following are the categories of IT-related spending or investments defined by the META group? Each correct answer represents a complete solution. Choose all that apply.

A. Grow the business
B. Strategic investment
C. Transform the business
D. Run the business

Answer: ACD

NEW QUESTION 317
Which of the following functions are performed by the Future Orientation measure of the IT BSC management tool? Each correct answer represents a complete solution. Choose all that apply.

A. It focuses on professional learning and development.
B. It attracts and retains people with key competencies.
C. It manages operational service performance.
D. It measures and rewards individual and team performance.

Answer: ABD

NEW QUESTION 319
Choose and re-order the responsibilities performed by the IT Management team of IT governance.
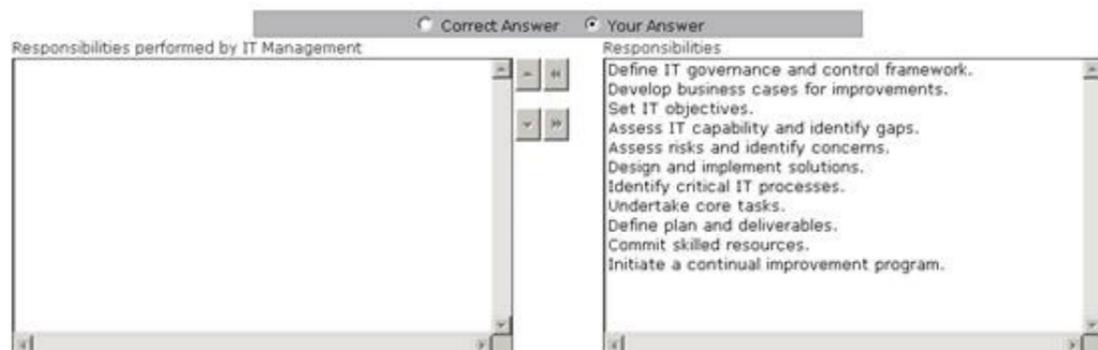
A. Mastered
B. Not Mastered

Answer: A

Explanation:
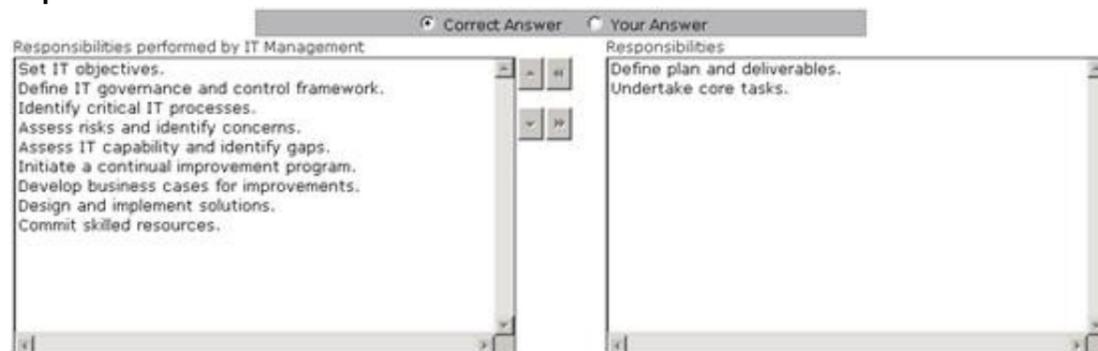
NEW QUESTION 320

Which of the following guides provides risk and value statements to help identify and validate the need to execute each control objective?

A. IT assurance guide
B. IT control objectives for Basel II guide
C. COBIT control practices guide
D. IT control for Sarbanes Oxley guide

Answer: C

NEW QUESTION 323

Which of the following components of the COSO ERM identifies the required information, captures it, and communicates it in a form and time frame that enable people to carry out their responsibilities?

A. Information and communication
B. Internal environment
C. Monitoring
D. Objectives setting

Answer: A

NEW QUESTION 324

Which of the following guides provides guidance on how COBIT is useful in supporting a variety of assurance tasks, along with the recommended testing steps that are aligned with the control practices?

A. COBIT control practices guide
B. IT control for Sarbanes Oxley guide
C. IT assurance guide
D. IT control objectives for Basel II guide

Answer: C

NEW QUESTION 327

Which of the following examples are included in the general controls embedded in IT processes and services? Each correct answer represents a complete solution. Choose all that apply.

A. Completeness
B. Change management
C. Systems development
D. Accuracy

Answer: BC

NEW QUESTION 332

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 333
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 337
Which of the following examples are included in the application controls embedded in business process applications? Each correct answer represents a complete solution. Choose all that apply.

A. Segregation of duties
B. Validity
C. Security
D. Computer operations

Answer: AB

NEW QUESTION 340
Which of the following is a family of ISO standards for Total Quality Management (TQM)?

A. ISO 20000
B. ISO 9000
C. ISO 38500
D. ISO 27001

Answer: B

NEW QUESTION 342
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 347
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 349
In which of the following editions of COBIT was "Management Guidelines" added?

A. The third edition
B. The first edition
C. The fourth edition
D. The second edition

Answer: D

NEW QUESTION 350
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 355
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 360
Which of the following service delivery processes has the goal to produce, agreed on, timely, reliable, and accurate reports for the effective communication?

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

Answer: B

NEW QUESTION 364
Which of the following types of risks includes currency risk, liquidity risk, and technology obsolescence?

A. Asset risk
B. Operational risk
C. Hazard risk
D. Strategic risk

Answer: A

NEW QUESTION 367
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 369
Which of the following is the process of defining the way work is performed and the tasks that a given job requires?

A. Selection
B. Recruitment
C. Job design
D. Job analysis

Answer: C

NEW QUESTION 371
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 376
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