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## Question 1

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**Question Type:** MultipleChoice

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Which of the following should be the PRIMARY governance objective for selecting key risk indicators (KRIs) related to legal and regulatory compliance?

### Options:

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- A- Identifying the risk of noncompliance
- B- Demonstrating sound risk management practices
- C- Measuring IT alignment with enterprise risk management (ERM)
- D- Ensuring the effectiveness of IT compliance controls

### Answer:

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C

## Question 2

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**Question Type:** MultipleChoice

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

**Options:**

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

**Answer:**

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B

## Question 3

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**Question Type: MultipleChoice**

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A business has outsourced IT operations to several third-party providers, but service level agreements (SLAs) are not clearly defined in all cases. Which of the following is the GREATEST risk to the business?

**Options:**

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- A- Costs are not measurable.
- B- Third parties could provide overlapping services.
- C- The scope of work is not clearly defined.
- D- Quality of services is not enforceable.

**Answer:**

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D

## Question 4

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**Question Type: MultipleChoice**

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An enterprise is replacing its customer relationship management (CRM) system with a cloud-based system. Which of the following should be done FIRST when preparing for data migration?"\*

**Options:**

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- A- Review the enterprise data architecture.

- B-** Establish a data quality plan
- C-** Consult the quality assurance (QA) function.
- D-** Acquire data migration tools.

**Answer:**

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B

## Question 5

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**Question Type:** MultipleChoice

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The PRIMARY objective of IT resource planning within an enterprise should be to:

**Options:**

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- A-** determine risk associated with IT resources.
- B-** maximize value received from IT.
- C-** determine IT outsourcing options.
- D-** finalize service level agreements (SLAs) for IT

**Answer:**

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B

## Question 6

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**Question Type: MultipleChoice**

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When developing a business case for an enterprise resource planning (ERP) implementation, which of the following, if overlooked, causes the GREATEST impact to the enterprise?

**Options:**

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- A- Vendor selection
- B- Salvage value of legacy hardware
- C- Interdependent systems
- D- IT best practices

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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An enterprise wants to reduce the complexity of its data assets while ensuring impact to the business is minimized during the transition. Which of the following should be done FIRST?

**Options:**

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- A- Remove applications that are not aligned with the information architecture.
- B- Review the information classification and retention policies
- C- Review the information architecture.
- D- Assess current information ownership.

**Answer:**

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C

## Question 8

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**Question Type:** MultipleChoice

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An enterprise has launched a series of critical new IT initiatives that are expected to produce substantial value. Which of the following would BEST provide the board with an indication of progress of the IT initiatives?

**Options:**

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- A- Portfolio management review
- B- Full life cycle cost-benefit analysis
- C- Demonstration of prototype and user testing
- D- Critical risk and issue walk-through

**Answer:**

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A

## Question 9

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**Question Type:** MultipleChoice

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Which of the following will BEST enable an IT steering committee to monitor the achievement of overall IT objectives on a continuous basis?



**Options:**

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- A- Defined service level agreements (SLAs)
- B- Project portfolio dashboards
- C- Key performance indicators (KPIs)
- D- IT user survey results

**Answer:**

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A

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