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QUESTION 1

An enterprise has established a new department to oversee the life cycle of activities that support data management objectives. Which of the following should be done NEXT?

- A. Develop a business continuity plan (BCP).
- B. Assess the current data business model.
- C. Review data privacy requirements.
- D. Establish a RACI chart

Answer: D

QUESTION 2

Which of the following is the MOST important attribute of an information steward?

- A. The information steward manages the systems that process the relevant data.
- B. The information steward has expertise in managing data quality systems.
- C. The information steward is closely aligned with the business function.
- D. The information steward is part of the information architecture group.

Answer: C

Explanation:

Information stewards are primarily responsible for ensuring the quality, integrity, and proper use of data within the context of the business processes they support. Their role involves understanding the business context, data requirements, and how data impacts business outcomes.

Being closely aligned with the business function enables the steward to effectively manage data quality, define relevant business metadata, and enforce data governance policies that meet the specific needs of that function.

QUESTION 3

From a governance perspective, which of the following roles is MOST important for an enterprise to keep in-house?

- A. Information auditor
- B. Information architect
- C. Information steward
- D. Information analyst

Answer: C

Explanation:

Information stewards serve as the critical bridge between business functions and IT. They are responsible for managing data quality, ensuring data integrity, and enforcing governance policies within their specific business domains. Their deep alignment with business processes and understanding of data context make them indispensable for effective governance.

According to data governance frameworks, stewards help standardize data definitions, manage access policies, and optimize workflows, which are essential for maintaining data quality and compliance across the enterprise.

QUESTION 4

An enterprise learns that a new privacy regulation was recently published to protect customers in the event of a breach involving personally identifiable information (PII). The IT risk management

team's FIRST course of action should be to:

- A. evaluate the risk appetite for the new regulation.
- B. define the risk tolerance for the new regulation.
- C. determine if the new regulation introduces new risk.
- D. assign a risk owner for the new regulation.

Answer: C

QUESTION 5

An enterprise has decided to utilize a cloud vendor for the first time to provide email as a service, eliminating in-house email capabilities. Which of the following IT strategic actions should be triggered by this decision?

- A. Develop a data protection awareness education training program
- B. Monitor outgoing email traffic for malware.
- C. Implement a data classification and storage management tool.
- D. Update and communicate data storage and transmission policies.

Answer: D

Explanation:

Transitioning email services to the cloud changes how and where data is stored and transmitted, introducing new security, compliance, and privacy considerations. Updating policies ensures that data handling aligns with cloud environments, regulatory requirements, and organizational risk tolerance.

Clear communication of updated policies educates users on their responsibilities regarding data protection, acceptable use, and compliance in the new cloud-based context.

QUESTION 6

Which of the following components of a policy BEST enables the governance of enterprise IT?

- A. Disciplinary actions
- B. Regulatory requirements
- C. Roles and responsibilities
- D. Terms and definitions

Answer: C

QUESTION 7

Which of the following is PRIMARILY achieved through performance measurement?

- A. Process improvement
- B. Transparency
- C. Cost efficiency
- D. Benefit realization

Answer: B

Explanation:

Performance measurement is primarily used to provide visibility into how well processes, systems, projects, or organizations are performing against defined objectives. This visibility

creates transparency, which is essential for informed decision-making, accountability, and trust among stakeholders.

QUESTION 8

A large retail chain realizes that while there has not been any loss of data, IT security has not been a priority and should become a key goal for the enterprise. What should be the FIRST high-level initiative for a newly created IT strategy committee in order to support this business goal?

- A. Identifying gaps in information asset protection
- B. Defining data archiving and retrieval policies
- C. Recruiting and training qualified IT security staff
- D. Modernizing internal IT security practices

Answer: A

QUESTION 9

Risk management strategies are PRIMARILY adopted to:

- A. avoid risks for business and IT assets.
- B. take necessary precautions for claims and losses.
- C. achieve acceptable residual risk levels.
- D. achieve compliance with legal requirements.

Answer: C

QUESTION 10

An enterprise made a significant change to its business operating model that resulted in a new strategic direction. Which of the following should be reviewed FIRST to ensure IT congruence with the new business strategy?

- A. IT risk appetite
- B. Enterprise project management framework
- C. IT investment portfolio
- D. Information systems architecture

Answer: C

QUESTION 11

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

Answer: A

QUESTION 12

A large financial institution is considering outsourcing customer call center operations which will allow the chosen vendor to access systems from offshore locations. Which of the following represents the GREATEST risk?

- A. Inconsistent customer service and reporting
- B. Loss of data confidentiality
- C. Lack of network availability
- D. Inadequate business continuity planning

Answer: B

QUESTION 13

An IT director is negotiating a contract with a vendor for application management services. There is concern by other departments that the outsourced services may not be delivered successfully. Which of the following is the BEST way for the IT director to address this concern?

- A. Implement a communication management plan.
- B. Develop a comprehensive vendor management plan.
- C. Review the IT service risk management plan.
- D. Establish a policy on operational level agreements with vendors.

Answer: B

Explanation:

A comprehensive vendor management plan establishes clear guidelines and processes for selecting, managing, monitoring, and evaluating the vendor's performance throughout the contract lifecycle. This plan helps mitigate risks, ensures compliance with service-level agreements (SLAs), and fosters accountability, which directly addresses concerns about service delivery.

Effective vendor management includes due diligence, contract negotiation, performance measurement, risk management, and relationship management, all of which help ensure the vendor meets expectations and delivers quality service.

QUESTION 14

Which of the following is the BEST IT architecture concept to ensure consistency, interoperability, and agility for infrastructure capabilities?

- A. Establishment of an IT steering committee
- B. Standards-based reference architecture and design specifications
- C. Establishment of standard vendor and technology designations
- D. Design of policies and procedures

Answer: B

Explanation:

A reference architecture provides a standardized blueprint or framework that guides the design and implementation of IT systems and infrastructure across the enterprise. It establishes common principles, components, interfaces, and best practices, which promote consistency in how infrastructure capabilities are built and managed.

Reference architectures explicitly address interoperability by defining how different systems and components interact using standardized protocols and interfaces, ensuring seamless communication and integration.

They also support agility by providing modular, scalable, and flexible design patterns that allow the enterprise to adapt infrastructure quickly to changing business needs without extensive rework.

QUESTION 15

A company is considering selling products online, and the CIO has been asked to advise the board of directors of potential problems with this strategy. Which of the following is the CIO's BEST course of action?

- A. Review the security framework.
- B. Conduct a return on investment (ROI) analysis.
- C. Review the enterprise architecture (EA).
- D. Perform a risk assessment.

Answer: D

QUESTION 16

In a large enterprise, which of The following is the MOST effective way to understand the business activities associated with the enterprise s information architecture?

- A. Reviewing IT design with business process managers
- B. Reviewing business strategy with senior management
- C. Mapping business processes within a framework
- D. Aligning business objectives to organizational strategy

Answer: C

Explanation:

Mapping business processes within a framework provides a structured and detailed view of how the enterprise operates, what activities it performs, and how information flows through these activities. This approach directly links business operations to the information architecture, enabling architects to design systems and data structures that truly support business needs. Business process mapping captures workflows, roles, inputs, outputs, and dependencies, which are essential to understand the context and requirements for information systems and data management.

QUESTION 17

A board of directors is concerned that a major IT implementation has the potential to significantly disrupt enterprise operations. Which of the following would be MOST helpful in identifying the extent of the potential impact of the disruption?

- A. An analysis of the current enterprise risk appetite
- B. An earned value analysis (EVA) of the implementation
- C. A risk assessment of the implementation
- D. A review of lessons learned from previous implementations

Answer: C

QUESTION 18

Which of the following is the MOST comprehensive method to report on overall IT performance to the board of directors?

- A. Balanced scorecard
- B. Net present value (NPV)
- C. Performance-based payments
- D. Return on investment (ROI)

Answer: A

QUESTION 19

A CIO has been asked to modify an organization's IT performance measurement system to reflect recent changes in technology, including the movement of some data processing to a cloud solution. Which of the following is the PRIMARY consideration when designing such a measurement system?

- A. Ensuring that cost of measurement and reporting is minimized
- B. Ensuring the measurement system maps to the enterprise architecture (EA)
- C. Adequately defining the scope of services moved to the cloud
- D. Correctly understanding stakeholder needs for IT-related measurement

Answer: D

QUESTION 20

Which of the following MOST effectively demonstrates operational readiness to address information security risk issues?

- A. Executive management has announced an information security risk initiative.
- B. IT management has communicated the need for information security risk management to the business.
- C. A policy has been communicated stating enterprise commitment and readiness to address information security risk.
- D. Procedures have been established for assessing and mitigating information security risks.

Answer: D

QUESTION 21

An enterprise's CIO requires all IT processes within the enterprise to be clearly defined. Which of the following would be the MOST immediate outcome?

- A. Performance
- B. Repeatability
- C. Scalability
- D. Optimization

Answer: B

Explanation:

Clearly defining IT processes standardizes how tasks are performed, which enables them to be repeated consistently with minimal variation. This repeatability reduces errors, improves quality, and creates a reliable foundation for further improvements.

According to the search results, process standardization leads to consistent execution, reduced errors, and smoother workflows by establishing a single, clear model of execution.

Repeatability is the essential first step before an organization can achieve higher-level outcomes like optimization or scalability. Without repeatable processes, efforts to optimize or scale are unreliable and risky.

QUESTION 22

Best practice states that IT governance MUST:

- A. enforce consistent policy across the enterprise.
- B. be applied in the same manner throughout the enterprise.
- C. apply consistent target levels of maturity to processes.
- D. be a component of enterprise governance.

Answer: D

QUESTION 23

The MOST important aspect of an IT governance framework to ensure that IT supports repeatable business processes is:

- A. earned value management.
- B. quality management,.
- C. resource management.
- D. risk management

Answer: B

Explanation:

Repeatable business processes require consistent and reliable IT support, which is primarily ensured through quality management within IT governance. Quality management focuses on defining, monitoring, and improving processes and services to meet specified standards and business requirements.

Quality management ensures that IT processes are standardized, controlled, and continuously improved, enabling repeatability and consistency in business operations.

QUESTION 24

A new CIO has been charged with updating the IT governance structure. Which of the following is the MOST important consideration to effectively influence organizational and process change?

- A. Obtaining guidance from consultants
- B. Aligning IT services to business processes
- C. Redefining the IT risk appetite
- D. Ensuring the commitment of stakeholders

Answer: D

QUESTION 25

Which of the following is the PRIMARY ongoing responsibility of the IT governance function related to risk?

- A. Responding to and controlling all IT risk events
- B. Communicating the enterprise risk management plan

- C. Ensuring IT risk management is aligned with business risk appetite
- D. Verifying that all business units have staff skilled at assessing risk

Answer: C

QUESTION 26

An enterprise considering implementing IT governance should FIRST develop the scope of the IT governance program and:

- A. initiate the program using an implementation roadmap.
- B. establish initiatives for business and managers.
- C. acquire the resources that will be required.
- D. communicate the program to stakeholders to gain consensus.

Answer: D

QUESTION 27

Which of the following should be the MAIN reason for an enterprise to implement an IT risk management framework?

- A. The need to enable IT risk-aware decisions by executives
- B. The results of an external audit report concerning IT risk management processes
- C. The need to address market regulations and internal compliance in IT risk
- D. The ability to benchmark IT risk policies against major competitors

Answer: A

QUESTION 28

An enterprise's information security function is making changes to its data retention and backup policies. Which of the following presents the GREATEST risk?

- A. Business data owners were not consulted.
- B. The new policies Increase the cost of data backups.
- C. Data backups will be hosted at third-party locations.
- D. The retention period for data backups is Increased.

Answer: A

QUESTION 29

Which of the following would be MOST important to update if a decision is made to ban end user-owned devices in the workplace?

- A. Employee nondisclosure agreement
- B. Enterprise risk appetite statement
- C. Enterprise acceptable use policy
- D. Orientation training materials

Answer: C

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