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Topic 1, Exam pool A

Question: 1

A newly established IT steering committee is concerned about whether a system is meeting availability objectives. Which of the following will provide the BEST information to make an assessment?

- A. Balanced scorecard
- B. Capability maturity levels
- C. Performance indicators
- D. Critical success factors (CSFs)

Answer: C

Explanation:

Performance indicators are quantitative measures that can be used to evaluate the availability of a system or service. They can include metrics such as uptime, downtime, response time, availability percentage, etc. Balanced scorecard, capability maturity levels, and critical success factors are not directly related to availability objectives, but rather to strategic alignment, process improvement, and goal achievement respectively. Reference := CGEIT Exam Content Outline, Domain 1: Governance of Enterprise IT, Subdomain A: Governance Framework, Task 5: Establish and monitor key performance indicators (KPIs) and key goal indicators (KGIs) that are aligned with strategic objectives.

Question: 2

Which of the following is the BEST method to monitor IT governance effectiveness?

- A. Service level management
- B. Balanced scorecard
- C. Risk control self-assessment (CSA)
- D. SWOT analysis

Answer: B

Explanation:

A balanced scorecard is a strategic management tool that measures and monitors the performance of an organization against its vision, mission, goals, and objectives. It uses four perspectives: financial, customer, internal process, and learning and growth. A balanced scorecard can help evaluate the effectiveness of IT governance by aligning IT activities with

business strategies, assessing IT value delivery, identifying IT strengths and weaknesses, and facilitating continuous improvement. Reference := CGEIT Exam Content Outline, Domain 1: Governance of Enterprise IT, Subdomain B: Strategic Management, Task 3: Establish and maintain a framework for the governance of enterprise IT to enable the achievement of enterprise objectives.

Question: 3

An IT audit reveals inconsistent maintenance of data privacy in enterprise systems primarily due to a lack of data sensitivity categorizations. Once the categorizations are defined, what is the BEST long-term strategic response by IT governance to address this problem?

- A. Standardize data classification processes throughout the enterprise.
- B. Incorporate enterprise privacy categorizations into contracts.
- C. Require business impact analyses (BIAs) for enterprise systems.
- D. Reassess the data governance policy.

Answer: A

Explanation:

Data classification is the process of categorizing data according to its sensitivity, such as public, confidential, or restricted. Data classification helps ensure that data privacy is maintained by applying appropriate controls and policies to different types of data. By standardizing data classification processes throughout the enterprise, IT governance can ensure consistent and effective data privacy practices across all systems and departments. Incorporating enterprise privacy categorizations into contracts, requiring business impact analyses for enterprise systems, and reassessing the data governance policy are not long-term strategic responses, but rather tactical or operational actions that may support data privacy. Reference := What is Data Classification?, Data Governance Policy: Examples & Templates, What is data governance?

Question: 4

A new and expanding enterprise has recently received a report indicating 90% of its data has been collected in just the last six months, triggering data breach and privacy concerns. What should be the IT steering committee's FIRST course of action to ensure new data is managed effectively?

- A. Mitigate and track data-related issues and risks.
- B. Modify legal and regulatory data requirements.
- C. Define data protection and privacy practices.
- D. Assess the information governance framework.

Answer: D

Explanation:

An information governance framework is the structure that provides a holistic overview of the influences that inform how an organisation creates and manages its enterprise-wide information assets (records, information and data)¹. It defines the roles, responsibilities, policies, standards, and processes for ensuring effective and secure information management. If a new and expanding enterprise has collected a large amount of data in a short period of time, it may face data breach and privacy risks if it does not have a robust and comprehensive information governance framework in place. Therefore, the IT steering committee's first course of action should be to assess the current state of the information governance framework, identify any gaps or weaknesses, and implement improvements or changes as needed. This will help the enterprise to protect and preserve its information assets, comply with legal and regulatory requirements, and enable ethical and efficient use of information. Mitigating and tracking data-related issues and risks, modifying legal and regulatory data requirements, and defining data protection and privacy practices are important actions, but they are not the first course of action. They are more likely to be part of the implementation or improvement of the information governance framework after it has been assessed. Reference := Establishing an information governance framework

Question: 5

An enterprise is planning to replace multiple enterprise resource planning (ERP) systems at various regions with one company-wide ERP system. The main objective of this change is to achieve economies of scale efficiencies resulting in cost reductions. To meet this objective, what is the BEST approach in the planning phase of the project?

- A. Implement an ERP system on shared resources with the lowest cost.
- B. Minimize customization by standardizing ERP processes across regions.
- C. Adopt a best in breed web-based architecture for the ERP system.
- D. Use a service provider to evaluate and implement the new ERP processes.

Answer: B

Explanation:

One of the main benefits of ERP systems is that they can integrate and streamline various business processes across an enterprise, such as accounting, inventory, sales, human resources, etc. However, this also means that different regions or departments may have to adopt common or standardized processes that are supported by the ERP system, rather than using their own customized or localized ones. This can reduce the complexity and cost of implementing and maintaining the ERP system, as well as improve data quality and consistency. According to one of the web search results¹, "it's important to always keep those processes at the core of your implementation plan" and "an ERP implementation is an opportunity to introduce a better process, not simply to automate an existing inefficient one."

Another web search result² states that “standardizing ERP processes across regions” is one of the best practices for a successful ERP implementation. Therefore, the best approach in the planning phase of the project is to minimize customization by standardizing ERP processes across regions. Reference := 9 Key ERP Implementation Best Practices | NetSuite, 6 Best Practices for a Successful ERP Implementation

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