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Shared by Hawkins on 06-06-2022

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Question 1

Question Type: MultipleChoice

Which of the following should be scheduled for completion FIRST when prioritizing improvement initiatives?

Options:

- A- Initiatives that are easiest to achieve and will garner business benefits
- B- Initiatives that are the least expensive in order to lower risk due to failure
- C- Initiatives with the lowest cost regardless of expected business value

Answer:

A

Question 2

Question Type: MultipleChoice

Which of the following MUST be done before an enterprise can determine performance measures for a process improvement initiative?

Options:

- A- Perform a process risk assessment
- B- Calculate return on investment (ROI)
- C- Conduct a capabilities assessment

Answer:

A

Question 3

Question Type: MultipleChoice

In the implementation model, when is IT governance implementation risk BEST managed?

Options:

- A- During the planning phase

B- Just prior to operationalization

C- Throughout the life cycle

Answer:

C

Question 4

Question Type: MultipleChoice

Once IT governance is implemented, what is the NEXT phase in the life cycle of governance?

Options:

A- Initiating improvements

B- Updating the program

C- Measuring objectives

Answer:

C

Question 5

Question Type: MultipleChoice

What IT governance implementation approach should be utilized in order to achieve maximum enterprise benefits?

Options:

- A- Treating implementation as a program
- B- Separating business and IT-related activities during implementation
- C- Including improvement initiatives in implementation

Answer:

C

Question 6

Question Type: MultipleChoice

An enterprise's business line managers have voiced concerns because the cost of governance-required improvements is perceived as too expensive. How can the IT governance team BEST address this concern?

Options:

- A- Share the return on investment (ROI) analysis
- B- Improve the communication of business benefits
- C- Involve business line managers in the improvement planning process

Answer:

A

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