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## Question 1

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**Question Type:** MultipleChoice

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A newly hired IT director of a large international enterprise has been asked to provide periodic updates regarding IT risk to the board. Which of the following is the MOST effective way to initially address this request?

### Options:

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- A- Include a complete IT risk register in the monthly letter given to each board member.
- B- Include key IT risks in a dashboard submitted to the board quarterly.
- C- Submit a register of all IT audit findings to board members monthly.
- D- Schedule quarterly meetings to discuss all open IT risks.

### Answer:

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B

## Question 2

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**Question Type:** MultipleChoice

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IT senior management is concerned that IT service levels consistently fall below those outlined in the service level agreement (SLA). Which of the following would BEST enable the CIO to build a corrective action plan?

**Options:**

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- A- Assessing the impact of the SLA failure
- B- Conducting an IT performance evaluation
- C- Reviewing the IT staff training plan
- D- Performing a root cause analysis

**Answer:**

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D

## Question 3

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**Question Type:** MultipleChoice

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Which of the following is the MOST important input for designing a development program to help IT employees improve their ability to respond to business needs?

**Options:**

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- A- Capability maturity model
- B- Cost-benefit analysis
- C- Skills competency assessment

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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Which of the following would BEST help a CIO enhance the competencies of an IT business analytics team?

**Options:**

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- A- Understanding current staff skill sets and identifying gaps
- B- Creating operational processes and identifying resources

- C- Defining the IT architecture and identifying training areas
- D- Establishing team goals and identifying the proper structure

**Answer:**

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A

## Question 5

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**Question Type: MultipleChoice**

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Which of the following metrics would provide senior management with the BEST indication of the success of IT investments?

**Options:**

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- A- Number of IT investments tracked in the balanced scorecard
- B- Percentage of IT investments recorded in the enterprise architecture (EA)
- C- Number of IT investments impacted by business-related incidents
- D- Percentage of IT investments that meet expected benefits

**Answer:**

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D

## Question 6

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**Question Type:** MultipleChoice

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An IT steering committee has received a report that supports the economic and service benefits of moving infrastructure hosting to an external cloud provider. Business leadership is very concerned about the security risk and potential loss of customer data.

a. What is the BEST way for the committee to address these concerns?

**Options:**

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**A-** Mandate there will be no customer data at rest stored on cloud servers used by the vendor.

**B-** Include compliance with the enterprise's data governance policy in the contract.

**C-** Ensure reporting and penalty clauses are included in the contract for any loss of data.

**D-** Require an encrypted connection between the cloud and enterprise servers.

**Answer:**

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B

## Question 7

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**Question Type:** MultipleChoice

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To successfully implement enterprise IT governance, which of the following should be the MAIN focus of IT policies?

### Options:

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- A- Providing business value
- B- Optimizing operational benefits
- C- Enhancing organizational capability
- D- Limiting IT costs

### Answer:

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A

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