

## CGEIT Dumps

### ISACA CGEIT Certification Practice Test

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**NEW QUESTION 1**

Your project spans the entire organization. You would like to assess the risk of the project but are worried that some of the managers involved in the project could affect the outcome of any risk identification meeting. Your worry is based on the fact that some employees would not want to publicly identify risk events that could make their supervisors look bad. You would like a method that would allow participants to anonymously identify risk events. What risk identification method could you use?

- A. Delphi technique
- B. Isolated pilot groups
- C. SWOT analysis
- D. Root cause analysis

**Answer:** A

**NEW QUESTION 2**

Which of the following are the roles of a CEO in the Resource management framework? Each correct answer represents a complete solution. Choose all that apply.

- A. Organizing and facilitating IT strategic implementations
- B. Establishment of business priorities & allocation of resources for IT performance
- C. Overseeing the aggregate IT funding
- D. Capitalization on knowledge & information

**Answer:** ABD

**NEW QUESTION 3**

You are the business analyst for your organization and are preparing to conduct stakeholder analysis. As part of this process you realize that you'll need several inputs. Which one of the following is NOT an input you'll use for the conduct stakeholder analysis task?

- A. Organizational process assets
- B. Enterprise architecture
- C. Business need
- D. Enterprise environmental factors

**Answer:** D

**NEW QUESTION 4**

Which of the following elements of planning gap measures the gap between the total potential for the market and the actual current usage by all the consumers in the market?

- A. Project gap
- B. Competitive gap
- C. Usage gap
- D. Product gap

**Answer:** C

**NEW QUESTION 5**

Mark is the project manager of the BFL project for his organization. He and the project team are creating a probability and impact matrix using RAG rating. There is some confusion and disagreement among the project team as to how a certain risk is important and priority for attention should be managed. Where can Mark determine the priority of a risk given its probability and impact?

- A. Risk response plan
- B. Look-up table
- C. Project sponsor
- D. Risk management plan

**Answer:** B

**NEW QUESTION 6**

You are the project manager for your organization and you are working with Thomas, a project team member. You and Thomas have been working on a specific risk response for a probable risk event in the project. Thomas is empowered with a risk response and will control all aspects of the identified risk response in which a particular risk event will happen within the project. What title, in regard to risk, is bestowed on Thomas?

- A. Risk coordinator
- B. Risk expeditor
- C. Risk owner
- D. Risk team leader

**Answer:** C

**NEW QUESTION 7**

Val IT is a suite of documents that provide a framework for the governance of IT investments, produced by the IT Governance Institute (ITGI). It is a formal statement of principles and processes for IT portfolio management. Drag and drop the correct domain ('Portfolio management') next to the IT processes defined by Val IT.

| DESCRIPTION   | IT PROCESSES |      |
|---|--------------|------|
| It maintains a human resource inventory.                                | Drop Here    | PM 9 |
| It identifies the resource requirements.                                | Drop Here    | PM 8 |
| It performs a gap analysis.   | Drop Here    | PM 7 |
| It develops a resourcing plan.  | Drop Here    | PM 6 |
| It monitors the resource requirements and utilization.                  | Drop Here    | PM 5 |
| It establishes an investment threshold.                                 | Drop Here    | PM 4 |
| It evaluates the initial program concept business case.                 | Drop Here    | PM 3 |
| It evaluates and assigns a relative score to the program business case. | Drop Here    | PM 2 |
| It creates an overall portfolio view.                                   | Drop Here    | PM 1 |

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

| DESCRIPTION   | IT PROCESSES |      |
|---|--------------|------|
| It maintains a human resource inventory.                                | PM 1         | PM 9 |
| It identifies the resource requirements.                                | PM 2         | PM 8 |
| It performs a gap analysis.   | PM 3         | PM 7 |
| It develops a resourcing plan.  | PM 4         | PM 6 |
| It monitors the resource requirements and utilization.                  | PM 5         | PM 5 |
| It establishes an investment threshold.                                 | PM 6         | PM 4 |
| It evaluates the initial program concept business case.                 | PM 7         | PM 3 |
| It evaluates and assigns a relative score to the program business case. | PM 8         | PM 2 |
| It creates an overall portfolio view.                                   | PM 9         | PM 1 |

#### NEW QUESTION 8

Which of the following are the main goals of Broadcasting Board of Governors (BBG)'s strategic plan 2008-2013? Each correct answer represents a complete solution. Choose all that apply.

- A. It employs modern communication techniques and technologies.  
B. It builds on our reach and impact within the muslim world.  
C. It engages the world in conversation about England.  
D. It enhances program delivery across all platforms.

**Answer:** ABD

#### NEW QUESTION 9

Which of the following domains of COBIT covers areas such as the execution of the applications within the IT system and its results as well as the support processes that enable the effective and efficient execution of these IT systems?

- A. Deliver and Support  
B. Acquire and Implement

- C. Monitor and Evaluate
- D. Plan and Organize

**Answer:** A

#### NEW QUESTION 10

Management has asked you to perform a risk audit and report back on the results. Bonny, a project team member asks you what a risk audit is. What do you tell Bonny?

- A. A risk audit is a review of the effectiveness of the risk responses in dealing with identified risks and their root causes, as well as the effectiveness of the risk management process.
- B. A risk audit is a review of all the risks that have yet to occur and what their probability of happening are.
- C. A risk audit is an audit of all the risks that have occurred in the project and what their true impact on cost and time has been.
- D. A risk audit is a review of all the risk probability and impact for the risks, which are still present in the project but which have not yet occurred.

**Answer:** A

#### NEW QUESTION 10

The IT strategy formulation process consists of four steps to provide guidance to all who are involved. Which of the following steps are performed in the IT strategy formulation process?

Each correct answer represents a complete solution. Choose all that apply.

- A. Decide how to get from here to there.
- B. Evaluate changes.
- C. Assess process maturity.
- D. Map out the big picture.

**Answer:** ABD

#### NEW QUESTION 11

You are the project manager of the HJK project for your organization. You and the project team have created risk responses for many of the risk events in the project. A teaming agreement is an example of what risk response?

- A. Mitigation
- B. Sharing
- C. Transference
- D. Acceptance

**Answer:** B

#### NEW QUESTION 13

IT Governance is used by the management to regulate the Information Systems, to accomplish its objectives. IT governance forms an integral part of corporate governance. Which of the following elements are required to implement a good IT governance framework?

Each correct answer represents a complete solution. Choose all that apply.

- A. Communication
- B. Structure
- C. Project
- D. Process

**Answer:** ABD

#### NEW QUESTION 16

Which of the following essential elements of IT Portfolio Investment Management enables portfolio managers to include or exclude investments, change start and end-dates, adjust budgets and reevaluate priorities?

- A. Integrated Capability
- B. Portfolio Planning Analysis
- C. Portfolio What-If Planning
- D. Portfolio Management

**Answer:** C

#### NEW QUESTION 20

The entry points to Service Strategy are referred to as "the Four Ps". They identify the different forms a service strategy may take. Which of the following is a correct list of the 'Four Ps'?

- A. People, Products, Partners, and Profit
- B. People, Potential, Products, and Performance
- C. Potential, Preparation, Performance, and Profit
- D. Perspective, Position, Plan, and Pattern

**Answer:** D

#### NEW QUESTION 25

Robert is the business analyst for his organization and he's working with several stakeholders to identify the business need for an opportunity. Robert needs to identify the stakeholder that will be responsible for authorizing the actions needed in order to meet the identified business need. Which stakeholder does Robert need to identify?

- A. Regulator
- B. Implementation Subject Matter Expert
- C. Sponsor
- D. Customer

**Answer:** C

#### **NEW QUESTION 27**

Which of the following levels of Gartner's cost optimization framework describes the right kind of partnership with IT vendors, which can benefit each party in times of economic upturns?

- A. Cost Savings within IT
- B. Joint Business and IT Cost Savings
- C. IT Procurement
- D. Enabling Innovation and Business Restructuring

**Answer:** C

#### **NEW QUESTION 28**

Which conduct stakeholder analysis technique is useful for identifying shared characteristics of a stakeholder group?

- A. Brainstorming
- B. Scope modeling
- C. Interviews
- D. Surveys

**Answer:** D

#### **NEW QUESTION 33**

Which positive risk response best describes a teaming agreement?

- A. Enhance
- B. Exploit
- C. Share
- D. Venture

**Answer:** C

#### **NEW QUESTION 34**

Your project is an agricultural-based project that deals with plant irrigation systems. You have discovered a byproduct in your project that your organization could use to make a profit. If your organization seizes this opportunity it would be an example of what risk response?

- A. Exploiting
- B. Positive
- C. Opportunistic
- D. Enhancing

**Answer:** A

#### **NEW QUESTION 35**

Which of the following responsibilities are performed by the core team of IT governance? Each correct answer represents a complete solution. Choose all that apply.

- A. Provide service feedback to providers.
- B. Undertake core tasks.
- C. Define plan and deliverables.
- D. Report on process.

**Answer:** BCD

#### **NEW QUESTION 36**

Which of the following concepts is the business practice of developing and implementing comprehensive risk management and security practices for a firm's entire value chain?

- A. TOGAF
- B. TQM
- C. BSC
- D. TSM

**Answer:** D

#### **NEW QUESTION 40**



Sensitivity analysis is a technique for systematically changing parameters in a model to determine the effects of such changes and is useful for computer modelers for a range of purposes. Which of the following purposes does the sensitivity analysis include?  
Each correct answer represents a complete solution. Choose all that apply.

- A. Decision making or the development of recommendations for decision makers
- B. Model development
- C. Estimating the average outcome
- D. Increased understanding or quantification of the system

**Answer:** ABD

#### NEW QUESTION 44

Which of the following types of IT organizational structures states that all IT resources are centralized under a single reporting structure with centralized resource allocation (staffing), and the organizational structure is built around the resource pools?

- A. Federated
- B. Centralized
- C. Project-based
- D. Decentralized

**Answer:** C

#### NEW QUESTION 47

Amy is the project manager for her company. In her current project the organization has a very low tolerance for risk events that will affect the project schedule. Management has asked Amy to consider the affect of all the risks on the project schedule. What approach can Amy take to create a bias against risks that will affect the schedule of the project?

- A. She can filter all risks based on their affect on schedule versus other project objectives.
- B. She can have the project team pad their time estimates to alleviate delays in the project schedule
- C. She can shift risk-laden activities that affect the project schedule from the critical path as much a possible.
- D. She can create an overall project rating scheme to reflect the bias towards risks that affect the project schedule.

**Answer:** D

#### NEW QUESTION 49

Della works as a project manager for SoftTech Inc. She is working with the project stakeholders to begin the quantitative risk analysis process. Which of the following inputs will be needed for the quantitative risk analysis process in her project?  
Each correct answer represents a complete solution. Choose all that apply.

- A. Project scope statement
- B. Risk management plan
- C. Cost management plan
- D. Risk register

**Answer:** BCD

#### NEW QUESTION 54

Marsha is the project manager of the NHQ Project. There's a risk that her project team has identified, which could cause the project to be late by more than a month. Marsha does not want this risk event to happen so she devises extra project activities to ensure that the risk event will not happen. The extra steps, however, will cost the project an additional \$10,000. What type of risk response is this approach?

- A. Exploiting
- B. Transference
- C. Mitigation
- D. Enhancing

**Answer:** C

#### NEW QUESTION 57

Which of the following problems occur with performance measurement systems that limit their usefulness? Each correct answer represents a complete solution. Choose all that apply.

- A. It is dependent on gross aggregates, which tend to understate or ignore distributional contributions and consequences.
- B. It is dependent on the timely occurrence of corrective action which is required for effective management control.
- C. It is dependent on historical patterns and reluctant to accept new structural changes that are capable of generating different outcomes
- D. It is dependent on summary data, which emphasizes averages and discounts outliers.

**Answer:** ACD

#### NEW QUESTION 61

You are the project manager of the NKJ Project for your company. The project's success or failure will have a significant impact on your organization's profitability for the coming year. Management has asked you to identify the risk events and communicate the event's probability and impact as early as possible in the project. Management wants to avoid risk events and needs to analyze the cost-benefits of each risk event in this project. What term is assigned to the low-level of stakeholder tolerance in this project?

- A. Risk utility function
- B. Mitigation-ready project management

- C. Risk-reward mentality
- D. Risk avoidance

**Answer:** A

#### NEW QUESTION 62

There are five inputs to the quantitative risk analysis process. Which one of the following is NOT an input to the perform quantitative risk analysis process?

- A. Risk management plan
- B. Risk register
- C. Enterprise environmental factors
- D. Cost management plan

**Answer:** C

#### NEW QUESTION 65

Which of the following stages of the Forrester's IT Governance Maturity Model describes that the IT governance processes is fully developed and optimized across the enterprise, and a well-built IT portfolio management process is put to ensure that all IT investment decisions are themselves optimized?

- A. Stage 2-Fragmented
- B. Stage 4-Best practices
- C. Stage 3-Consistent
- D. Stage 1-Ad hoc

**Answer:** B

#### NEW QUESTION 70

You are the project manager of the NHQ Project for your company. You have completed qualitative and quantitative analysis of your identified project risks and you would now like to find an approach to increase project opportunities and to reduce threats within the project. What project management process would best help you?

- A. Plan risk responses
- B. Create a risk governance approach
- C. Create the project risk register
- D. Monitor and control project risks

**Answer:** A

#### NEW QUESTION 74

A project team member has just identified a new project risk. The risk event is determined to have significant impact but a low probability in the project. Should the risk event happen it'll cause the project to be delayed by three weeks, which will cause new risk in the project. What should the project manager do with the risk event?

- A. Add the identified risk to a quality control management control chart.
- B. Add the identified risk to the low-level risk watchlist.
- C. Add the identified risk to the risk register.
- D. Add the identified risk to the issues log.

**Answer:** C

#### NEW QUESTION 78

Which of the following are the tasks performed by the Management committee in the Resource management framework?  
Each correct answer represents a complete solution. Choose all that apply.

- A. To work on architectural design
- B. To define value creation roles within IT
- C. To balance sustain/growth proposals
- D. To manage complex projects

**Answer:** ACD

#### NEW QUESTION 80

Which of the following essential elements of IT Portfolio Investment Management describes the ability to model the IT Portfolio with metrics most appropriate to the business such as ROI, Break- Even, Cost Avoidance, and Revenue Return?

- A. Integrated Capability
- B. Portfolio What-If Planning
- C. Integrated Dashboards and Scorecards
- D. Highly Configurable

**Answer:** D

#### NEW QUESTION 84

Which of the following frameworks is for enterprise architecture, and provides a comprehensive approach to the design, planning, implementation, and governance of an enterprise information architecture?

- A. TOGAF
- B. Val IT
- C. BISL
- D. COBIT

**Answer:** A

#### NEW QUESTION 86

COBIT stands for Control Objectives for Information and Related Technology. COBIT is a set of best practices (framework) for information technology (IT) management created by the Information Systems Audit and Control Association (ISACA), and the IT Governance Institute (ITGI) in 1996. Drag and drop the correct domain ('Monitor and Evaluate') next to the IT processes defined by COBIT to support CSI.

|                                       |             |     |
|---------------------------------------|-------------|-----|
| Monitor and evaluate IT performance   | Placeholder | ME3 |
| Monitor and evaluate internal control | Placeholder | ME1 |
| Ensure regulatory compliance          | Placeholder | ME0 |
| Provide IT governance                 | Placeholder | ME4 |
|                                       |             | ME2 |

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

|                                       |     |     |
|---------------------------------------|-----|-----|
| Monitor and evaluate IT performance   | ME1 | ME3 |
| Monitor and evaluate internal control | ME2 | ME1 |
| Ensure regulatory compliance          | ME3 | ME0 |
| Provide IT governance                 | ME4 | ME4 |
|                                       |     | ME2 |

#### NEW QUESTION 89

What is the key output handed over to Service Transition within Service Design?

- A. Business Perspective
- B. Service Portfolio Management
- C. ITIL Small-Scale Implementation
- D. Service Design Package

**Answer:** D

#### NEW QUESTION 93

Which of the following concepts is used to reduce the errors produced during the manufacturing or service process, increase customer satisfaction, streamline supply chain management, aims for modernization of equipment and ensures workers have the highest level of training?

- A. Balanced Scorecard (BSC)
- B. Six Sigma
- C. Total Quality Management
- D. Total Security Management

**Answer:** C

#### NEW QUESTION 96

Service Level Management provides for continual identification, monitoring and review of the levels of IT services specified in the service level agreements (SLAs). What are the responsibilities of Service Level Management?

Each correct answer represents a part of the solution. Choose all that apply.

- A. Producing and maintaining a Service Catalog.
- B. Liaising with Availability Management.
- C. Ensuring that the agreed IT services are delivered.
- D. Ensuring the primary functions of the Service Desk.
- E. Ensuring that appropriate IT Service Continuity plans have been made.

**Answer:** ABCE



**NEW QUESTION 101**

Which of the following is a way of delivering value to customers by facilitating outcome that customers wish to get without the control of specific costs and risks?

- A. Processes
- B. Service Desk
- C. Functions
- D. Service

**Answer:** D

**NEW QUESTION 105**

Which of the following objectives can be the best coordinated with the Human resource management?

- A. Increasing the automation of the business processes
- B. Satisfying the business needs
- C. Rewarding employee fairly
- D. Focusing on the business improvements

**Answer:** B

**NEW QUESTION 107**

Which of the following steps are performed in the Scoping phase of IT Assurance methodology? Each correct answer represents a complete solution. Choose all that apply.

- A. Customize control objectives.
- B. Scope and plan assurance initiatives.
- C. Select the control objectives for critical processes.
- D. Assess process maturity.

**Answer:** ABC

**NEW QUESTION 109**

Which of the following stages of the Forrester's IT Governance Maturity Model states that there are no proper IT governance processes, and it is not documented by management as a requirement?

- A. Stage 3-Consistent
- B. Stage 2-Fragmented
- C. Stage 1-Ad hoc
- D. Stage 4-Best practices

**Answer:** C

**NEW QUESTION 112**

Fred is the project manager of a large project in his organization. Fred needs to begin planning the risk management plan with the project team and key stakeholders. Which plan risk management process tool and technique should Fred use to plan risk management?

- A. Planning meetings and analysis
- B. Variance and trend analysis
- C. Data gathering and representation techniques
- D. Information gathering techniques

**Answer:** A

**NEW QUESTION 116**

Gary is the project manager of the MMQ project for his company. He is working with his project team to plan the risk responses for his project. Sarah, a project team member, does not understand the process that Gary is using to plan the risk responses. Which approach is the preferred method to address project risks and the risk responses?

- A. Risks in the project should be addressed by their probability for creating risk responses.
- B. Risks in the project should be addressed by the organization's risk tolerance for creating risk responses.
- C. Risks in the project should be addressed by their priority for creating risk responses.
- D. Risks in the project should be addressed by their impact for creating risk responses.

**Answer:** C

**NEW QUESTION 119**

Which of the following are the main benefits of using Information Services Procurement Library (ISPL)? Each correct answer represents a complete solution. Choose all that apply.

- A. The contract can be used as a control instrument.
- B. The customer can take advantage of the competitive market.
- C. The proposals of consumers become comparable.
- D. The use of a strategy that really fits the situation.

**Answer:** ABD

**NEW QUESTION 124**

What does the T in SWOT analysis mean?

- A. Time
- B. Trial
- C. Threats
- D. Test

**Answer:** C

**NEW QUESTION 126**

Which of the following components work to support achievements of the enterprise's mission, strategies, and related business objectives in an internal control system?

Each correct answer represents a complete solution. Choose all that apply.

- A. Control activities
- B. Control environment
- C. Strategic alignment
- D. Risk assessment

**Answer:** ABD

**NEW QUESTION 129**

Which of the following are the objectives of Service Level Management (SLM)?

- \* 1. To negotiate SLAs with the customers and to design services in accordance with the agreed service level targets.
- \* 2. Defining, documenting, and agreeing the level of IT Services to be provided.
- \* 3. Identifying possible future markets that the Service Provider could operate in.
- \* 4. Monitoring, measuring, and reporting the actual level of services provided.
- \* 5. Monitoring and improving customer satisfaction.

- A. 1, 2, and 3 only
- B. 1, 2, 4, and 5 only
- C. 1, 2, 3, 4, and 5
- D. 1, 2, 3, and 5 only
- E. 1 and 2 only

**Answer:** B

**NEW QUESTION 132**

Which of the following types of agreement creates a confidential relationship between the parties to protect any type of confidential and proprietary information or a trade secret?

- A. CNC
- B. NDA
- C. SLA
- D. Non-price competition

**Answer:** B

**NEW QUESTION 136**

Which of the following roles is used to ensure that the confidentiality, integrity, and availability of the services are maintained to the levels approved on the Service Level Agreement (SLA)?

- A. The Service Level Manager
- B. The Configuration Manager
- C. The IT Security Manager
- D. The Change Manager

**Answer:** C

**NEW QUESTION 141**

Which of the following processes contained in the Portfolio Management domain of Val IT identifies resource requirements?

- A. PM5
- B. PM3
- C. PM2
- D. PM4

**Answer:** C

**NEW QUESTION 146**

Which of the following processes contained in the Value Governance domain of Val IT establishes the organizational structures?

- A. VG7
- B. VG9
- C. VG6
- D. VG8

**Answer:** A

**NEW QUESTION 147**

Which of the following phases in SDLC transforms the detailed requirements into complete, detailed system design document?

- A. Planning
- B. Design
- C. Development
- D. Initiation

**Answer:** B

**NEW QUESTION 151**

Which of the following is a practice of forecasting possible risks to the organization and taking steps to mitigate their impact on operations?

- A. Timekeeping
- B. Enterprise risk management
- C. Applicant tracking systems
- D. HR audit

**Answer:** B

**NEW QUESTION 155**

Which of the following resource categories includes costs, productivity, availability, and change and configuration management?

- A. Products
- B. Processes
- C. People
- D. Partners

**Answer:** B

**NEW QUESTION 160**

Which of the following individuals/team advises on infrastructure needs and architectural design?

- A. Management committee
- B. CEO
- C. CIO
- D. IT Strategy Committee

**Answer:** A

**NEW QUESTION 165**

Which of the following individuals ensures that IT complies with policy, laws and regulations?

- A. Project sponsor
- B. Compliance officer
- C. Supplier
- D. Business partner

**Answer:** B

**NEW QUESTION 170**

Which of the following techniques builds various plausible views of possible futures for a business?

- A. PEST analysis
- B. Scenario Planning
- C. SWOT Analysis
- D. Market Segmentation

**Answer:** B

**NEW QUESTION 171**

Which of the following techniques seeks to identify the similarities and differences between the groups of customers or users?

- A. Market Segmentation
- B. PEST Analysis
- C. SWOT Analysis
- D. Scenario Planning

**Answer:** A

**NEW QUESTION 172**

Which of the following is the amount of risk an enterprise is willing to except in pursuit of its mission?

- A. Threats
- B. Vulnerability
- C. Risk Appetite
- D. Inherent Risk

**Answer:** C

**NEW QUESTION 176**

Which of the following types of risks includes liability torts, property damage, natural catastrophe and financial risk?

- A. Asset risk
- B. Hazard risk
- C. Operational risk
- D. Strategic risk

**Answer:** B

**NEW QUESTION 181**

Which of the following steps of IT governance program decides on the highest priority projects that will help to improve the management and governance of the significant gap areas?

- A. Define target areas
- B. Develop improvement strategies
- C. Measure results
- D. Understand and define the risks

**Answer:** B

**NEW QUESTION 182**

Which of the following components of COSO ERM framework encompasses the nature of an enterprise, and sets the basis for how risk is viewed and addressed by an organization people, including risk management philosophy and risk appetite, integrity and ethical values, and the environment in which it operates?

- A. Risk response
- B. Risk assessment
- C. Control activity
- D. Internal environment

**Answer:** D

**NEW QUESTION 186**

Which of the following are the categories of IT-related spending or investments defined by the META group? Each correct answer represents a complete solution. Choose all that apply.

- A. Grow the business
- B. Strategic investment
- C. Transform the business
- D. Run the business

**Answer:** ACD

**NEW QUESTION 189**

Choose and re-order the responsibilities performed by the IT Management team of IT governance.

☐ Correct Answer
☒ Your Answer

Responsibilities performed by IT Management

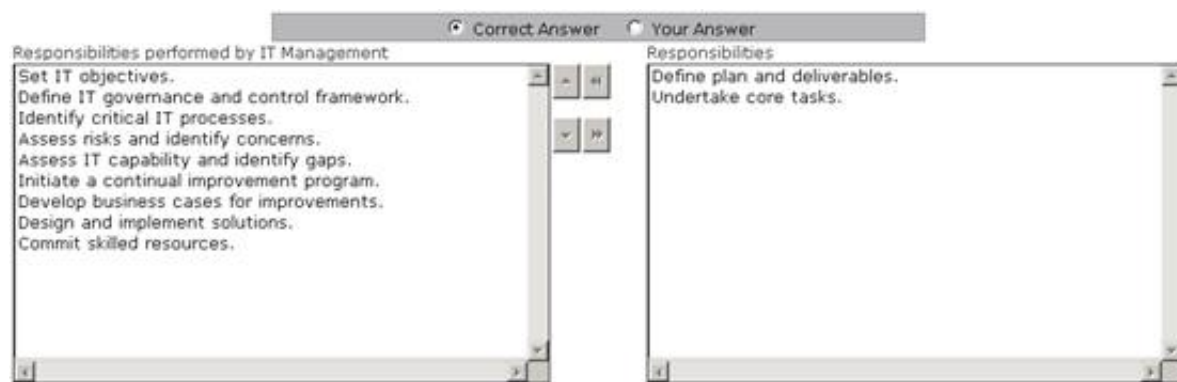
Responsibilities

- Define IT governance and control framework.
- Develop business cases for improvements.
- Set IT objectives.
- Assess IT capability and identify gaps.
- Assess risks and identify concerns.
- Design and implement solutions.
- Identify critical IT processes.
- Undertake core tasks.
- Define plan and deliverables.
- Commit skilled resources.
- Initiate a continual improvement program.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 192**

Which of the following are the process control objectives for the process controls embedment? Each correct answer represents a complete solution. Choose all that apply.

- A. Process ownership
- B. Process goals and objectives
- C. Process repeatability
- D. Process availability

**Answer:** ABC

**NEW QUESTION 193**

Fill in the blank with an appropriate phrase.

The \_\_\_\_ creates and delivers momentum in gaining executive support, and provides help to set up messaging that is constantly conveyed to motivate the team, and gives information to the stakeholders.

- A. communication plan

**Answer:** A

**NEW QUESTION 197**

Which of the following strategic issues in the IFAC report highlight the underlying success and failure of enterprises? Each correct answer represents a complete solution. Choose all that apply.

- A. Ability to provide service feedback to providers
- B. Strategy execution
- C. Ability to undertake successful mergers and acquisitions
- D. Clarity of strategy

**Answer:** BCD

**NEW QUESTION 199**

Which of the following activity loops emphasizes on monitoring and deciding processes?

- A. Loop 2
- B. Loop 4
- C. Loop 3
- D. Loop 1

**Answer:** D

**NEW QUESTION 201**

Which of the following is the process of defining the way work is performed and the tasks that a given job requires?

- A. Selection
- B. Recruitment
- C. Job design
- D. Job analysis

**Answer:** C

**NEW QUESTION 202**

Which of the following categories measures the health of the organization and the working environment of its employees?

- A. Quantity
- B. Safety
- C. Effectiveness
- D. Efficiency

**Answer:** B

**NEW QUESTION 204**

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