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Vendor: Isaca

Exam Code: CGEIT

Exam Name: Certified in the Governance of Enterprise IT

Version: Demo

Question: 1

You are the project manager of the NHQ project for your company. You are working with your project team to complete a risk audit. A recent issue that your project team responded to, and management approved, was to increase the project schedule because there was risk surrounding the installation time of a new material. Your logic was that with the expanded schedule there would be time to complete the installation without affecting downstream project activities. What type of risk response is being audited in this scenario?

- A. Avoidance
- B. Mitigation
- C. Parkinson's Law
- D. Lag Time

Answer: A

Question: 2

You are the project manager for your organization. You are preparing for the quantitative risk analysis. Mark, a project team member, wants to know why you need to do quantitative risk analysis when you just completed qualitative risk analysis. Which one of the following statements best defines what quantitative risk analysis is?

- A. Quantitative risk analysis is the process of prioritizing risks for further analysis or action by assessing and combining their probability of occurrence and impact.
- B. Quantitative risk analysis is the planning and quantification of risk responses based on probability and impact of each risk event.
- C. Quantitative risk analysis is the review of the risk events with the high probability and the highest impact on the project objectives.
- D. Quantitative risk analysis is the process of numerically analyzing the effect of identified risks on overall project objectives.

Answer: D

Question: 3

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

Question: 4

Fill in the blank with an appropriate phrase.

_____ models address specifications, requirements, design, verification and validation, and maintenance activities.

- A. Life cycle

Answer: A

Question: 5

Fill in the blank with an appropriate word.

_____ is also referred to as corporate governance, and covers issues such as board structures, roles and executive remuneration.

- A. Conformance

Answer: A

Question: 6

Which of the following is NOT a sub-process of Service Portfolio Management?

- A. Service Portfolio Update
- B. Business Planning Data
- C. Strategic Planning
- D. Strategic Service Assessment
- E. Service Strategy Definition

Answer: B

Question: 7

Mary is the business analyst for your organization. She asks you what the purpose of the assess capability gaps task is. Which of the following is the best response to give Mary?

- A. It identifies the causal factors that are contributing to an effect the solution will solve.
- B. It identifies new capabilities required by the organization to meet the business need.
- C. It describes the ends that the organization wants to improve.
- D. It identifies the skill gaps in the existing resources.

Answer: B

Question: 8

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: A,B,D

Question: 9

Fill in the blank with an appropriate phrase.

_____ is the study of how the variation (uncertainty) in the output of a mathematical model can be apportioned, qualitatively or quantitatively, to different sources of variation in the input of a model.

- A. Sensitivity analysis

Answer: A

Question: 10

Which of the following is a process that occurs due to mergers, outsourcing or changing business needs?

- A. Voluntary exit
- B. Plant closing
- C. Involuntary exit
- D. Outplacement

Answer: C

Question: 11

Fill in the blank with the appropriate word.

An _____ is a resource, process, product, computing infrastructure, and so forth that an organization has determined must be protected.

- A. asset

Answer: A

Question: 12

You work as a project manager for TYU project. You are planning for risk mitigation. You need to identify the risks that will need a more in-depth analysis. Which of the following activities will help you in this?

- A. Estimate activity duration
- B. Quantitative analysis
- C. Qualitative analysis
- D. Risk identification

Answer: C

Question: 13

An organization supports both programs and projects for various industries. What is a portfolio?

- A. A portfolio describes all of the monies that are invested in the organization.
- B. A portfolio is the total amount of funds that have been invested in programs, projects, and operations.
- C. A portfolio describes any project or program within one industry or application area.
- D. A portfolio describes the organization of related projects, programs, and operations.

Answer: D

Question: 14

Your organization mainly focuses on the production of bicycles for selling it around the world. In addition to this, the organization also produces scooters. Management wants to restrict its line of production to bicycles. Therefore, it decides to sell the scooter production department to another competitor. Which of the following terms best describes the sale of the scooter production department to your competitor?

- A. Corporate restructure
- B. Divestiture
- C. Rightsizing
- D. Outsourcing

Answer: B

Question: 15

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

Question: 16

Which of the following is the process of comparing the business processes and performance metrics including cost, cycle time, productivity, or quality?

- A. Agreement
- B. COBIT
- C. Service Improvement Plan
- D. Benchmarking

Answer: D

Question: 17

You are the project manager of a large project that will last four years. In this project, you would like to model the risk based on its distribution, impact, and other factors. There are three modeling techniques that a project manager can use to include both event-oriented and project-oriented analysis. Which modeling technique does NOT provide event-oriented and project-oriented analysis for identified risks?

- A. Modeling and simulation
- B. Expected monetary value
- C. Sensitivity analysis
- D. Jo-Hari Window

Answer: D

Question: 18

Which of the following processes is described in the statement below?

"This is the process of numerically analyzing the effect of identified risks on overall project objectives."

- A. Identify Risks
- B. Perform Qualitative Risk Analysis
- C. Perform Quantitative Risk Analysis
- D. Monitor and Control Risks

Answer: C

Question: 19

Benchmarking is a continuous process that can be time consuming to do correctly. Which of the following guidelines for performing benchmarking identifies the critical processes and creates measurement techniques to grade the process?

- A. Research
- B. Adapt
- C. Plan
- D. Improve

Answer: C

Question: 20

Jenny is the project manager for the NBT projects. She is working with the project team and several subject matter experts to perform the quantitative risk analysis process. During this process she and the project team uncover several risks events that were not previously identified.

What should Jenny do with these risk events?

- A. The events should be determined if they need to be accepted or responded to.
- B. The events should be entered into the risk register.
- C. The events should continue on with quantitative risk analysis.
- D. The events should be entered into qualitative risk analysis.

Answer: B

Question: 21

Beth is a project team member on the JHG Project. Beth has added extra features to the project and this has introduced new risks to the project work. The project manager of the JHG project elects to remove the features Beth has added. The process of removing the extra features to remove the risks is called what?

- A. Corrective action
- B. Preventive action
- C. Scope creep
- D. Defect repair

Answer: B

Question: 22

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

Question: 23

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

Question: 24

Which of the following processes is responsible for low risk, frequently occurring low cost changes?

- A. Incident Management
- B. IT Facilities Management
- C. Release Management
- D. Request Fulfillment

Answer: D

Question: 25

You are a management consultant. WebTech Inc., an e-commerce organization, hires you to analyze its SWOT. Which of the following factors will you not consider for the SWOT analysis?

- A. Bandwidth
- B. Pricing
- C. Product
- D. Promotion

Answer: A

Question: 26

You work as a project manager for BlueWell Inc. You are working on a project and the management wants a rapid and cost-effective means for establishing priorities for planning risk responses in your project. Which risk management process can satisfy management's objective for your project?

- A. Quantitative analysis
- B. Qualitative risk analysis
- C. Historical information
- D. Rolling wave planning

Answer: B

Question: 27

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

Question: 28

Which of the following essential elements of IT Portfolio Investment Management drives better decisions by providing real-time portfolio performance information in personalized views, such as cost/benefit summary, risk versus reward, ROI versus alignment, and balance bubble charts?

- A. Workflow, Process Management, Tracking and Authorization
- B. Portfolio Management
- C. Integrated Dashboards and Scorecards
- D. Portfolio What-If Planning

Answer: C

Question: 29

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.

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

Answer: A

Question: 30

What are the various phases of the Software Assurance Acquisition process according to the U.S. Department of Defense (DoD) and Department of Homeland Security (DHS) Acquisition and Outsourcing Working Group?

- A. Implementing, contracting, auditing, monitoring
- B. Requirements, planning, monitoring, auditing
- C. Designing, implementing, contracting, monitoring
- D. Planning, contracting, monitoring and acceptance, follow-on

Answer: D

Question: 31

Which of the following sub-processes of Service Portfolio Management is used to define the overall goals that the service provider should follow in its development based on the outcome of Strategic Service Assessment?

- A. Service Portfolio Update
- B. Strategic Service Assessment
- C. Service Strategy Definition
- D. Strategic Planning

Answer: C

Question: 32

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: A,B,D

Question: 33

Which of the following types of IT organizational structures states that all IT decision-making and the IT budget are in one place, much easier to manage, and require much less effort to organize?

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

Answer: D

Question: 34

A service provider guarantees for end-to-end network traffic performance to a customer. Which of the following types of agreement is this?

- A. LA
- B. VPN
- C. NDA

D. SLA

Answer: D

Question: 35

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

Question: 36

Gary has identified a project risk that could injure project team members. He does not want to accept any risk where someone could become injured on this project so he hires a professional vendor to complete this portion of the project work. This workaround to the risk event is known as what type of risk response?

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

Answer: D

Question: 37

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

Question: 38

Wendy is the project manager of the FBL project for your company. She has identified several risks within her project and has created a risk contingency reserve of \$45,000 total. Her project is nearly complete and many of the risks have not happened in the project. What should Wendy do with the funds in the contingency reserve?

- A. The funds for the risks that have passed and have not happened are transferred to the project budget.
- B. The funds remain in the contingency reserve until all of the risks have passed.
- C. The funds remain in the contingency reserve until the project is closed.
- D. The funds for the risks that have passed and have not happened are released.

Answer: D

Question: 39

Which of the following frameworks defines ERM as a process, effected by an entity's board of directors, management, and other personnel, applied in strategy setting and across the enterprise?

- A. COBIT
- B. COSO ERM framework
- C. Casualty Actuarial Society framework
- D. Val IT

Answer: B

Question: 40

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: A,B,D

Question: 41

Which of the following concepts is a semi-standard structured report supported by proven design methods and automation tools that can be used by managers to keep track of the execution of activities by staff within their control and monitor the consequences arising from these actions?

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

Answer: B

Question: 42

Drag and drop the various architecture domains for TOGAF at the appropriate places.

DESCRIPTION	ARCHITECTURE DOMAINS	
It defines the business strategy, governance, organization, and key business processes of the organization.	Placeholder	Technical architecture
It provides a blueprint for the individual application systems to be deployed, the interactions between the application systems, and their relationships to the core business processes of the organization with the frameworks for services to be exposed as business functions for integration.	Placeholder	Data architecture
It describes the structure of an organization's logical and physical data assets and the associated data management resources.	Placeholder	Applications architecture
It describes the hardware, software and network infrastructure needed to support the deployment of core, mission-critical applications.	Placeholder	Business architecture

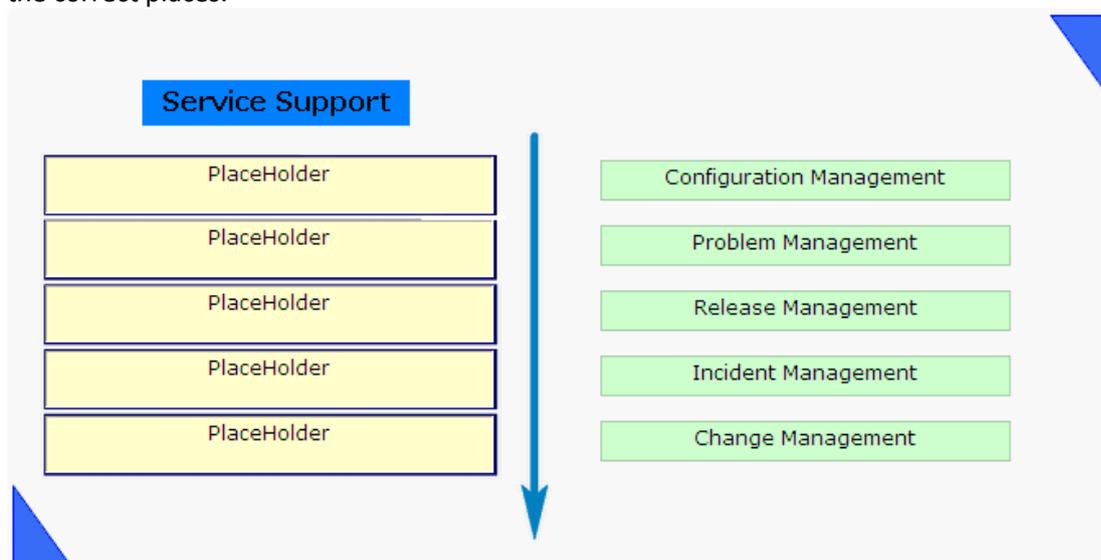
A.

DESCRIPTION	ARCHITECTURE DOMAINS	
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It describes the structure of an organization's logical and physical data assets and the associated data management resources.	Data architecture	Applications architecture
It describes the hardware, software and network infrastructure needed to support the deployment of core, mission-critical applications.	Technical architecture	Business architecture

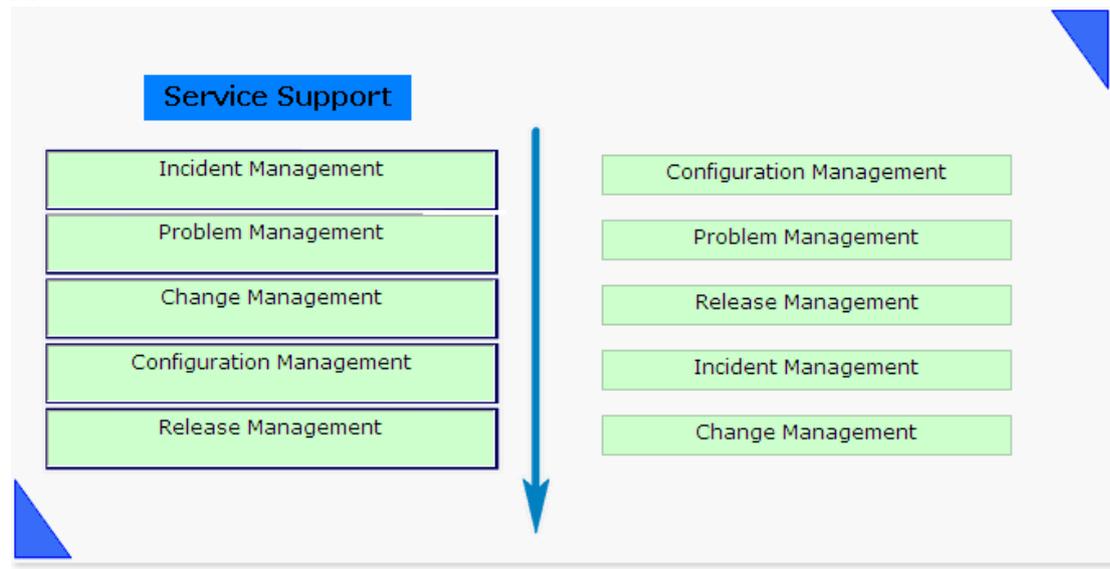
Answer: A

Question: 43

The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service operation, i.e. operational processes in Service Support, in the correct places.



A.



Answer: A

Question: 44

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

Question: 45

Which of the following is the main objective of business process outsourcing?

- A. Realigning business process with business strategy
- B. Permitting the enterprise to focus on core main competences
- C. Optimizing business processes
- D. Increasing the automation of business processes

Answer: B

Question: 46

In which of the following phases of the SDLC does the software and other components of the system faithfully incorporate the design specifications and provide proper documentation and training?

- A. Design
- B. Initiation
- C. Programming and training
- D. Evaluation and acceptance

Answer: C

Question: 47

You are the project manager of a newly formed project to create a new manufacturing facility. You are working with a business analyst to identify, document, and prioritize stakeholders' needs for the facility. You'll also need to quantify any subjective terms and needs to define the project scope. What is this process called?

- A. Requirements analysis
- B. Project scope statement creation
- C. Requirements gathering
- D. Stakeholder analysis

Answer: D

Question: 48

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: A,B,D

Question: 49

Which of the following roles is responsible for review and risk analysis of all contracts on a regular basis?

- A. The Service Catalogue Manager
- B. The Supplier Manager
- C. The Configuration Manager
- D. The IT Service Continuity Manager

Answer: B

Question: 50

All projects that are presented in your organization must go through a board to review the return on investment, risk, and worthiness of a project. All projects are considered but not all projects are initiated. What is the name of the process that this board is completing in your organization?

- A. Project selection committee
- B. Change governance
- C. Project portfolio management
- D. Project portfolio management board

Answer: C

Question: 51

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

Question: 52

Fred is the project manager of the PKL project. He is working with his project team to complete the quantitative risk analysis process as a part of risk management planning. Fred understands that once the quantitative risk analysis process is complete, the process will need to be completed again in at least two other times in the project. When will the quantitative risk analysis process need to be repeated?

- A. Quantitative risk analysis process will be completed again after the risk response planning and as a part of monitoring and controlling.
- B. Quantitative risk analysis process will be completed again after the plan risk response planning and as part of procurement.
- C. Quantitative risk analysis process will be completed again after new risks are identified and as part of monitoring and controlling.
- D. Quantitative risk analysis process will be completed again after the cost management planning and as a part of monitoring and controlling.

Answer: A

Question: 53

You work as a project manager for BlueWell Inc. There has been a delay in your project work that is adversely affecting the project schedule. You decided, with your stakeholders' approval, to fast track the project work to get the project done faster. When you fast track the project which of the following are likely to increase?

- A. Costs
- B. Risks
- C. Human resource needs
- D. Quality control concerns

Answer: B

Question: 54

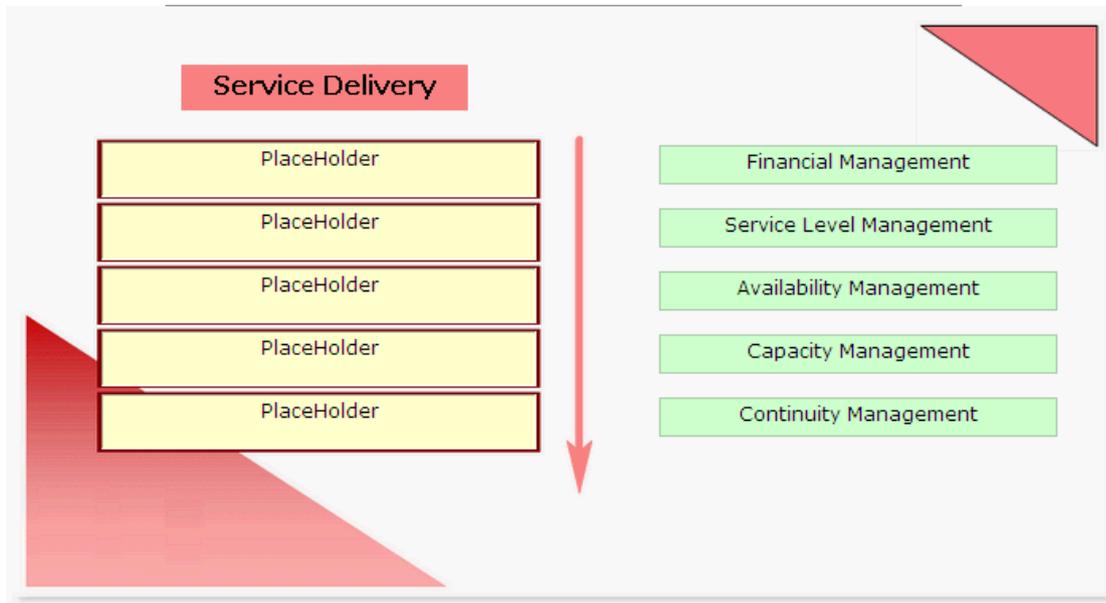
Which of the following processes ensures that all vital assets and resources of the organization are safeguarded?

- A. Defining Resource Requirements process
- B. Cost estimating process
- C. Vendor contract administration process
- D. Risk management process

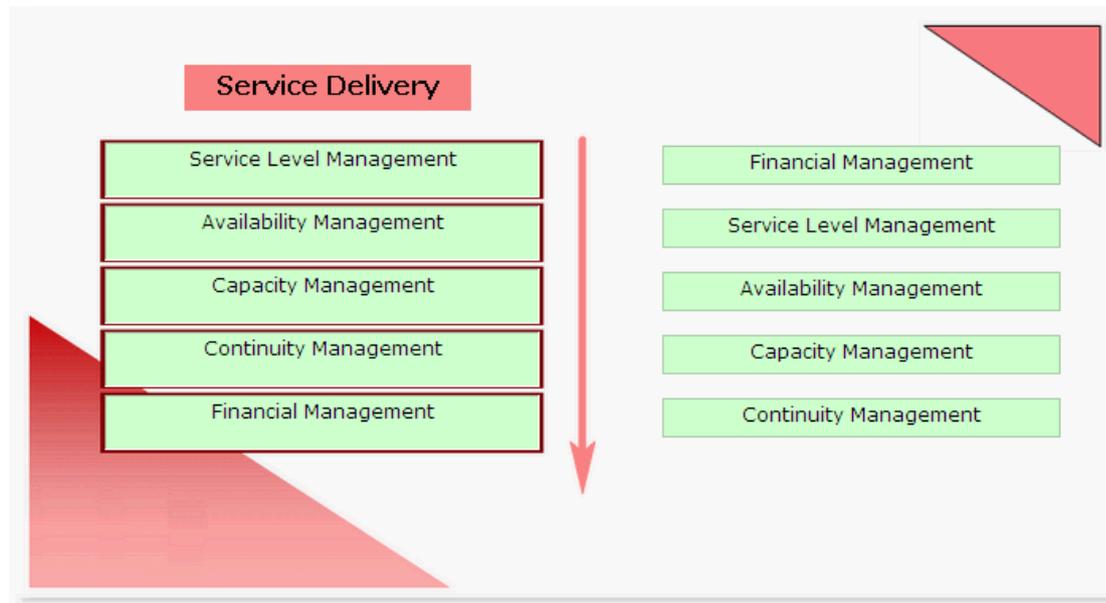
Answer: D

Question: 55

The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development, and operations. Drag and drop the ITIL processes that focus on service planning, i.e. tactical processes in Service Delivery, in the correct places.



A.



Answer: A

Question: 56

In software development, which of the following analysis is used to document the services and functions that have been accidentally left out, deliberately eliminated or still need to be developed?

- A. Vulnerability analysis
- B. Cost-benefit analysis
- C. Requirement analysis

D. Gap analysis

Answer: D

Question: 57

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

Question: 58

Melody is the project manager for her organization. She has created a risk response to conduct more tests on the software her project is creating. The identified risk that prompted this response was that the software is mission-critical and must be flawless before it can be put into product. What type of a risk response has Melody used in this scenario?

- A. Transference
- B. Enhance
- C. Avoidance
- D. Mitigation

Answer: D

Question: 59

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

- A. Standardizes architecture & technology.
- B. Defines value creation roles within IT.
- C. Provides IT infrastructure to facilitate knowledge & information creation/sharing.
- D. Establishes business priorities & allocates resources for IT performance.

Answer: A,B,C

Question: 60

Elizabeth is a project manager for her organization and she finds risk management to be very difficult for her to manage. She asks you, a lead project manager, at what stage in the project will risk management become easier. What answer best resolves the difficulty of risk management practices and the effort required?

- A. Risk management only becomes easier the more often it is practiced.
- B. Risk management only becomes easier when the project is closed.
- C. Risk management is an iterative process and never becomes easier.
- D. Risk management only becomes easier when the project moves into project execution.

Answer: A

Question: 61

Which of the following stages of the Forrester's IT Governance Maturity Model describes that the IT governance processes are applied across the enterprise where all business units/entities conform to the same set of IT governance processes, and IT investment decisions are based on the enterprise view?

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

Answer: A

Question: 62

You are the project manager of the AMD project for your organization. In this project, you are currently performing quantitative risk analysis. The tool and technique you are using is simulation where the project model is computed many times with the input values chosen at random for each iteration. The goal is to create a probability distribution from the iterations for the project schedule. What technique will you use with this simulation?

- A. Pareto modeling
- B. Expected Monetary Value
- C. Monte Carlo Technique
- D. Analogous modeling

Answer: C

Question: 63

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

Question: 64

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

Question: 65

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

Question: 66

Which of the following are parts of SWOT Analysis?
Each correct answer represents a complete solution. Choose all that apply.

- A. Optimism
- B. Threats
- C. Weaknesses

- D. Opportunities
- E. Tools
- F. Strengths

Answer: B,C,D,F

Question: 67

You are the project manager of the NNN project for your company. You and the project team are working together to plan the risk responses for the project. You feel that the team has successfully completed the risk response planning and now you must initiate what risk process it is. Which of the following risk processes is repeated after the plan risk responses to determine if the overall project risk has been satisfactorily decreased?

- A. Risk response implementation
- B. Quantitative risk analysis
- C. Risk identification
- D. Qualitative risk analysis

Answer: B

Question: 68

You are the project manager for your company and a new change request has been approved for your project. This change request, however, has introduced several new risks to the project. You have communicated these risk events and the project stakeholders understand the possible effects these risks could have on your project. You elect to create a mitigation response for the identified risk events. Where will you record the mitigation response?

- A. Risk log
- B. Risk management plan
- C. Risk register
- D. Project management plan

Answer: C

Question: 69

Which positive risk response best describes a teaming agreement?

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

Answer: C

Question: 70

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

Question: 71

Which document refers to the steps that must be taken if there is a major gap in the projected delivery quality of a service and the actual delivery?

- A. Service Improvement Plan
- B. Service Quality Plan
- C. Business Service Catalogue
- D. Service Level Agreement

Answer: A

Question: 72

Which of the following responsibilities are performed by the core team of IT governance?
Each correct

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

answer represents a complete solution. Choose all that apply.

Answer: B,C,D

Question: 73

Which of the following IT governance frameworks provides governance of IT investments, produced by the IT Governance Institute (ITGI), and is a formal statement of principles and processes for IT portfolio management?

- A. VMM
- B. Val IT
- C. Risk IT
- D. COBIT

Answer: B

Question: 74

Which of the following roles in Service Design is responsible for delivering a particular service within the agreed service levels and also acts as the counterpart of the Service Level Manager when negotiating OLAs?

- A. The Service Design Manager
- B. The Service Level Manager
- C. The Service Owner
- D. The Service Catalogue Manager

Answer: C

Question: 75

Choose and reorder the steps required in the development of business case.

Steps for development of business case

Steps

- Appraisal and optimization of risk
- Alignment analysis
- Nonfinancial benefit analysis
- Building a fact sheet with all the relevant data, followed b
- Strategic alignment
- Risk analysis
- Financial benefit analysis

*Sequence of the selected item is not required.

A.



*Sequence of the selected item is not required.

Answer: A

Question: 76

Harold is the project manager of a large project in his organization. He has been actively communicating and working with the project stakeholders. One of the outputs of the manage stakeholder expectations process can actually create new risk events for Harold's project. Which output of the manage stakeholder expectations process can create risks?

- A. Project management plan updates
- B. Project document updates
- C. Change requests
- D. Organizational process assets updates

Answer: C

Question: 77

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

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