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QUESTION 1

A large bank has completed several acquisitions in the last few years that have resulted in redundant IT applications. To align with the strategic initiative of providing integrated services to customers, the IT steering committee has decided to share data and integrate applications. Which of the following would be MOST important to review in this situation?

- A. Enterprise architecture (EA)
- B. IT risk register
- C. Balanced scorecard measures
- D. IT strategic plan

Correct Answer: A

QUESTION 2

Results of an enterprise's customer survey indicate customers prefer using mobile applications. However, this same survey shows the enterprise's mobile applications are considered inferior compared to legacy browser-based applications. Which of the following should be the FIRST step in creating an effective long-term mobile application strategy?

- A. Establish service level agreements (SLAs) with the development team.
- B. Identify key risks and mitigation strategies for mobile applications.
- C. Implement key performance indicators (KPIs) that include application quality.
- D. Identify business requirements concerning mobile applications.

Correct Answer: D

QUESTION 3

An enterprise incurred penalties for noncompliance with privacy regulations. Which of the following is MOST important to ensure appropriate ownership of access controls to address this deficiency?

- A. Authenticating access to information assets based on roles or business rules.
- B. Implementing multi-factor authentication controls
- C. Granting access to information based on information architecture
- D. Engaging an audit of logical access controls and related security policies

Correct Answer: A

QUESTION 4



An IT director is negotiating a contract with a vendor for application management services. There is concern by other departments that the outsourced services may not be delivered successfully. Which of the following is the BEST way for the IT director to address this concern?

- A. Implement a communication management plan.
- B. Develop a comprehensive vendor management plan.
- C. Review the IT service risk management plan.
- D. Establish a policy on operational level agreements with vendors.

Correct Answer: D

QUESTION 5

The MOST successful IT performance metrics are those that:

- A. measure financial results.
- B. measure all areas.
- C. are approved by the stakeholders.
- D. contain objective measures.

Correct Answer: B

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