



COBIT-2019^{Q&As}

COBIT 2019 Foundation

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**QUESTION 1**

Which of the following should be involved in resolving conflicting priorities in order to finalize the governance system design?

- A. Change advisory board
- B. IT process owners
- C. Enterprise architects
- D. Management of the IT function

Correct Answer: D

According to the COBIT 2019 Study Manual from Isaca, the management of the IT function is responsible for resolving conflicting priorities in order to finalize the governance system design. This includes managing the resources, reviewing the design and making adjustments as needed, and communicating the design to the stakeholders.

QUESTION 2

Which of the following is a principle of a proper governance framework?

- A. It should be based on a conceptual model.
- B. It should be independent of other standards, frameworks and regulations.
- C. It should be self-contained and not allow for the addition of new content.

Correct Answer: A

Reference: <https://oltconsulting.net/wp-content/uploads/2018/06/Gobierno-IT.pdf>

QUESTION 3

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

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

Correct Answer: C

QUESTION 4

Which COBIT domain of management objectives incorporates managed business process controls?



- A. Build, Acquire and Implement (BAI)
- B. Align, Plan and Organize (APO)
- C. Deliver, Service and Support (DSS)

Correct Answer: C

Reference: <https://graser.co.at/en/cobit-5-understand-the-framework/>

QUESTION 5

Which of the following would be an appropriate metric associated with an enterprise goal of "Business service continuity and availability?"

- A. Satisfaction levels of board and executive management with business process capabilities
- B. Ratio of significant incidents that were not identified in risk assessments vs. total incidents
- C. Number of business processing hours lost due to unplanned service interruptions

Correct Answer: C

Reference: https://www.oo2.fr/sites/default/files/document/pdf/cobit-5_res_eng_1012.pdf (58)

QUESTION 6

Which of the following components of the governance system are required for successful completion of all activities?

- A. People, skills and competencies
- B. Processes
- C. Principles, policies and frameworks

Correct Answer: A

QUESTION 7

The alignment goal titled "Knowledge, expertise and initiatives for business innovation" is aligned to which IT balanced scorecard (BSC) dimension?

- A. Learning and Growth
- B. Customer
- C. Internal

Correct Answer: A

**QUESTION 8**

The design factor associated with a highly regulated enterprise is likely to attribute MORE importance to which of the following?

- A. Managed strategy and operations
- B. Documented work products and policies
- C. Understanding of the business by IT professionals

Correct Answer: B

Reference: https://community.mis.temple.edu/mis5203sec001sp2019/files/2019/01/COBIT-2019-Framework-Introduction-and-Methodology_res_eng_1118.pdf (46)

QUESTION 9

The identification and definition of EGIT continual improvement success metrics is recommended and completed when:

- A. executing the EGIT implementation program plan.
- B. reviewing the effectiveness of EGIT implementation plan results.
- C. defining the EGIT implementation road map
- D. developing the EGIT implementation program plan.

Correct Answer: D

According to the official COBIT 2019 Study Manual from ISACA, the identification and definition of EGIT continual improvement success metrics should be completed when developing the EGIT implementation program plan. This involves defining measurable goals that can be used to measure the success of the improvement program, such as cost savings, increased efficiency, and improved customer satisfaction.

QUESTION 10

Which of the following includes capability levels that can be used as benchmarks?

- A. Process metrics
- B. Process practices
- C. Process purpose
- D. Process activities

Correct Answer: B

According to the Official COBIT 2019 Study Manual from ISACA, Process Practices "are capability levels that can be used as benchmarks for the maturity of processes and for assessing process performance." Process Practices are the second layer in the COBIT 2019 Framework, and they are composed of seven categories that provide detailed guidance on how to design, implement, and maintain processes.

**QUESTION 11**

Which of the following is a PRIMARY objective of reviewing the effectiveness of a new IT governance system that has been operational for 6 months?

- A. Obtaining executive management support for IT governance
- B. Identifying further governance requirements
- C. Evaluating business performance reports

Correct Answer: B

QUESTION 12

Which of the following is the PRIMARY benefit or output derived from setting targeted capability levels and performing a capability-level gap analysis for selected processes?

- A. Identification and mitigation of all identified risks
- B. Identification of process improvement opportunities
- C. Development of a business case outline
- D. Development of enterprise goals that align to established targets

Correct Answer: B

The primary benefit or output derived from setting targeted capability levels and performing a capability-level gap analysis for selected processes is the identification of process improvement opportunities, according to the official COBIT 2019 Study Manual from ISACA. This gap analysis can help to identify areas where processes are not meeting their desired capability levels and can provide insight into how processes can be improved to meet their desired levels. This can help to increase efficiency and reduce costs.

QUESTION 13

Which element of a business case BEST enables senior leadership to assess the future success of the IT governance program?

- A. Quantified benefits
- B. Qualitative perspective
- C. Investment justification

Correct Answer: A



QUESTION 14

Which of the following is the role or structure formed by a group of stakeholders and experts accountable for guiding IT-related matters and decisions?

- A. Executive committee
- B. Architecture board
- C. IT governance board

Correct Answer: C

QUESTION 15

Which of the following alignment goals is located within the Learning and Growth dimension of the IT balanced scorecard (BSC)?

- A. Competent and motivated staff with mutual understanding of technology and business
- B. Realized benefits from landT-enabled investments and services portfolio
- C. Delivery of landT services in line with business requirements

Correct Answer: A

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