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## EXIN EPI Certified Information Technology Manager Sample Questions (Q33-Q38):

### NEW QUESTION # 33

In testing the business continuity plan, senior business managers wish to compare data which is in both the main and alternative site, before participating in a full interruption test. Which type of test do they want to take place?

- A. Simulation test
- **B. Parallel test**
- C. Structured walk-through test
- D. Checklist test

**Answer: B**

Explanation:

A parallel test (A) in business continuity planning involves running systems at both the primary and alternate sites simultaneously to compare data and ensure the alternate site can handle operations effectively. This test verifies data replication and system functionality without interrupting normal operations, aligning with the managers' desire to compare data before a full interruption test.

\* Simulation test (B): This involves simulating a disaster scenario to test response procedures without activating the alternate site, so it doesn't focus on data comparison.

\* Structured walk-through test (C): This is a tabletop exercise where team members discuss and review the plan without executing systems or comparing data.

\* Checklist test (D): This involves reviewing the business continuity plan against a checklist to ensure completeness, not comparing data between sites.

According to ISO 22301 or business continuity management frameworks, a parallel test is used to validate recovery capabilities while maintaining operations at the primary site, making it ideal for the scenario described.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers business continuity testing methodologies, referencing parallel tests in the context of disaster recovery validation. Check sections on business continuity planning or testing strategies.

#### NEW QUESTION # 34

The introduction of a security awareness program has resulted in a quick decrease in security incidents. Eight months later, security incidents are showing a sudden increase, and the blame is put on a non-functioning security awareness program. What is most likely the cause?

- A. Insufficient budget
- B. Scope of the program is too narrow, not covering all areas of interest
- **C. Message materials are few and static, and renewal is not taking place**
- D. Lack of resources for instructor-led sessions

**Answer: C**

Explanation:

Security awareness programs require ongoing engagement to remain effective. If security incidents decrease initially but increase after eight months, the most likely cause is that message materials are few and static, and renewal is not taking place (C). Static content becomes outdated or ignored over time, reducing its impact. Regular updates, new campaigns, and varied delivery methods (e.g., videos, quizzes) are essential to maintain employee awareness and adapt to evolving threats, as per ISO/IEC 27001 or NIST security awareness guidelines.

\* Insufficient budget (A): While budget constraints could limit program scope, there's no evidence in the scenario to suggest this is the primary issue.

\* Scope too narrow (B): A narrow scope might limit effectiveness initially, but the initial success suggests the scope was adequate; the issue is sustaining engagement.

\* Lack of resources for instructor-led sessions (D): Instructor-led sessions are one delivery method, but the core issue is likely outdated content rather than delivery format.

Reference: EPI CITM study guide, under Information Security Management, likely discusses security awareness program maintenance, emphasizing the need for regular content updates. Refer to sections on security awareness or human factors in security.

#### NEW QUESTION # 35

Your organization considers a job rotation program. What is the main objective?

- A. Allow staff a diversity in their daily responsibilities
- **B. Support the long-term continuity of the organization**
- C. Increase staff job satisfaction
- D. Train staff on a range of activities common in daily operations

**Answer: B**

Explanation:

The main objective of a job rotation program in an IT organization is to support the long-term continuity of the organization (A). Job rotation ensures that multiple staff members are trained across various roles and tasks, reducing dependency on specific individuals and mitigating risks associated with staff turnover or absences. This approach enhances organizational resilience by creating a flexible, cross-trained workforce capable of maintaining operations, aligning with IT organization principles for workforce planning and business continuity.

\* Train staff on a range of activities (B): While training is a benefit, it is a means to achieve continuity, not the primary objective.

\* Increase staff job satisfaction (C): Job satisfaction may be a secondary benefit, but it's not the main goal in an IT context.

\* Allow staff a diversity in responsibilities (D): Diversity in tasks is a byproduct, not the primary focus, which is organizational continuity.

According to human resource management frameworks, job rotation is a strategic tool for ensuring operational stability, particularly in IT environments where specialized skills are critical.

Reference: EPI CITM study guide, under IT Organization, likely discusses workforce planning and job rotation for continuity. Check sections on human resource management or organizational resilience.

### NEW QUESTION # 36

In project management, what is the objective of a 'lessons learned' report?

- A. To inform the project owner with the overall achievement of the project's objectives
- **B. Bringing forward positive and negative elements with the intent to benefit future projects**
- C. To identify all risks that occurred during the project
- D. To establish accountability for the mistakes being made in the project

**Answer: B**

Explanation:

A lessons learned report in project management is designed to document both positive and negative experiences from a project to improve future projects. According to the Project Management Institute (PMI) and frameworks like PMBOK, the purpose is to capture insights, successes, challenges, and recommendations to enhance processes, avoid repeating mistakes, and replicate successes in future initiatives.

Option A focuses only on reporting achievements, which is too narrow. Option B emphasizes accountability for mistakes, which is not the primary goal, as the report aims to improve rather than blame. Option C is incorrect because identifying risks is part of risk management, not the primary focus of lessons learned.

Option D correctly captures the intent to benefit future projects by analyzing both positive and negative aspects.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK or similar frameworks, specifically the "Close Project or Phase" process, where lessons learned are documented. Check the section on project closure or knowledge management.

### NEW QUESTION # 37

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

- A. Recovery Time Objective (RTO)
- B. Maximum Allowable Outage (MAO)
- **C. Recovery Point Objective (RPO)**
- D. Maximum Time Allowed (MTA)

**Answer: C**

Explanation:

The Recovery Point Objective (RPO) (D) in business continuity planning defines the maximum age of data (i.e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be lost. According to ISO 22301, RPO is critical for determining backup and replication strategies.

\* Maximum Time Allowed (MTA) (A): Not a standard term in business continuity.

\* Recovery Time Objective (RTO) (B): Defines the maximum downtime before recovery, not data loss.

\* Maximum Allowable Outage (MAO) (C): Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers RPO and RTO in disaster recovery planning. Check sections on business continuity metrics or recovery strategies.



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