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>> CITM證照考試 <<

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最新的 EPI IT Management CITM 免費考試真題 (Q29-Q34):

問題 #29

The Service Level Agreement (SLA) mentions a section 'estimated system response times'. What is not a key factor for a successful delivery?

- A. The technical specifications of the system
- **B. The price for the IT service**
- C. The skills and knowledge of staff working at the IT service provider organization
- D. The technical specifications of the IT infrastructure

答案：B

解題說明：

An SLA's section on estimated system response times focuses on ensuring the system meets performance expectations. Key factors for successful delivery include:

- * Technical specifications of the system (A): Defines the system's capabilities (e.g., processing power, architecture) critical for response times.
 - * Skills and knowledge of staff (C): Ensures the IT team can manage and optimize the system for performance.
 - * Technical specifications of the IT infrastructure (D): Includes network, servers, and storage, which directly impact response times.
- Price for the IT service (B) is not a direct factor in achieving system response times, as it relates to cost negotiation rather than technical performance. While budget may influence resource allocation, it's not a key factor in delivering the SLA's performance metrics.

Reference: EPI CITM study guide, under Service Management, likely covers ITIL's service level management, emphasizing factors affecting SLA performance metrics like response times. Refer to sections on SLA components or service delivery.

問題 #30

During several project meetings, it is discovered that certain team members are not fully aware of, and/or do not understand, the activities for which they are responsible. Which process is most likely to be blamed for this?

- A. Cost management
- B. Scope management
- **C. Communication management**
- D. Risk management

答案: C

解題說明:

Team members' lack of awareness or understanding of their responsibilities points to a failure in communication management(C). According to PMBOK, communication management ensures that project information, including roles, responsibilities, and activities, is effectively communicated to all stakeholders.

Poor communication planning or execution (e.g., unclear task assignments or inadequate briefings) can lead to misunderstandings, as seen in this scenario.

* Risk management (A): Focuses on identifying and mitigating risks, not task communication.

* Cost management (B): Deals with budgeting and cost control, not role clarification.

* Scope management (D): Defines project scope and deliverables, but communication management ensures team members understand their responsibilities within that scope.

Reference: EPI CITM study guide, under Project Management, likely covers PMBOK's communication management processes, emphasizing stakeholder engagement and information distribution. Check sections on project communication or stakeholder management.

問題 #31

The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- A. Are there any new laws, codes, and/or regulations which might impact the current service offerings?
- **B. Are there any changes in the IT service provider organization?**
- C. Are the service offerings still relevant and appropriate?
- D. Are any of the existing services up for retiring within the foreseeable future?

答案: B

解題說明:

Reviewing an IT service catalog, as per ITIL service asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:

* Retiring services (A): Assessing whether services are outdated or no longer needed is critical.

* New laws, codes, or regulations (B): Compliance with legal or regulatory changes is essential to avoid penalties.

* Service relevance and appropriateness (D): Ensures services meet current business objectives and user needs.

Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, detailing review criteria. Check sections on service portfolio or catalog management.

問題 #32

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

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

答案: D

解題說明:

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.

問題 #33

In vendor selection, what is the most important reason for a reference check?

- A. To independently verify and validate a vendor's claim
- B. To obtain financial information for vendor negotiation
- C. To identify customers not mentioned on the reference list
- D. To verify products by other customers

答案: A

解題說明:

The most important reason for a reference check in vendor selection is to independently verify and validate a vendor's claim (A).

Reference checks involve contacting the vendor's previous or current clients to confirm claims about performance, reliability, and service quality, ensuring the vendor can meet contractual obligations. This aligns with vendor management best practices to mitigate risks by validating vendor credibility.

* Verify products by other customers (B): Too narrow; reference checks focus on overall performance, not just products.

* Obtain financial information (C): Financial data is obtained through financial due diligence, not reference checks.

* Identify customers not mentioned (D): Not a primary goal; the focus is on validating provided references.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers due diligence processes, emphasizing reference checks for validation. Check sections on vendor evaluation or due diligence.

問題 #34

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