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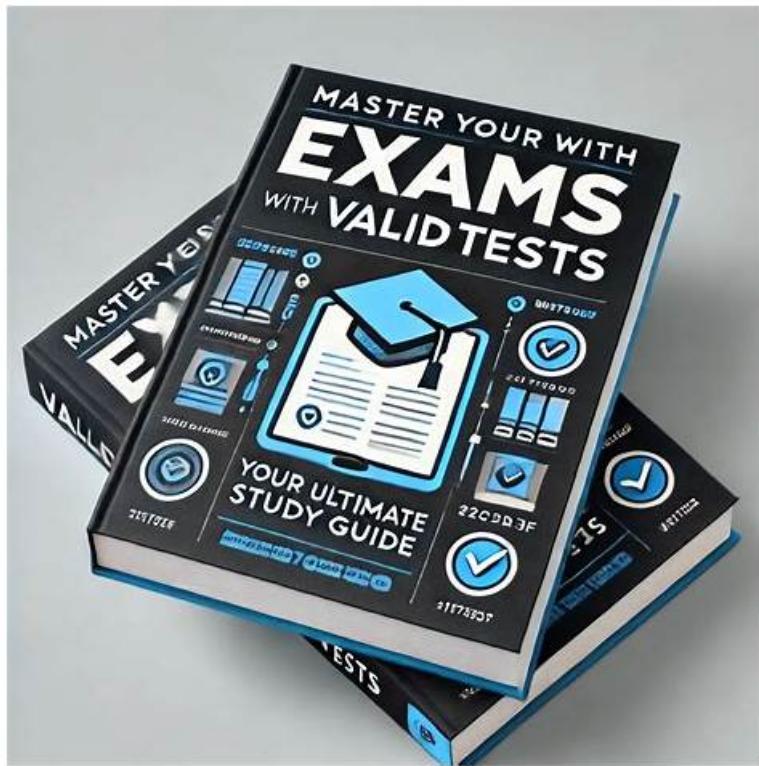
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EXIN EPI Certified Information Technology Manager Sample Questions (Q20-Q25):

NEW QUESTION # 20
Users (customers) are complaining about the quality of how problems are being solved. What is the most likely cause?

- A. Lack of budget to manage problems
- B. Poor registration of problems
- C. Errors in priority
- D. Wrong allocation of problems

Answer: B

Explanation:
InITIL's problem management process,poor registration of problems(A) is the most likely cause of low- quality problem resolution. Effective problem management requires accurate logging of incidents and problems, including detailed descriptions, to enable proper root cause analysis and resolution. If problems are poorly registered (e.g., incomplete or inaccurate data), it hinders diagnosis and resolution, leading to customer dissatisfaction.
* Wrong allocation of problems (B):Incorrect assignment to teams can delay resolution but is less fundamental than poor registration, which affects the entire process.
* Errors in priority (C):Incorrect prioritization may delay urgent issues, but poor registration impacts resolution quality more directly.
* Lack of budget (D):May limit resources, but the scenario points to process quality, not resource constraints.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's problem management, emphasizing accurate problem logging. Check sections on ITIL problem management or service operation.

NEW QUESTION # 21
When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

- A. Price, training, and support
- B. Terms and conditions, maintenance, and terms of engagement
- C. Scope, maintenance, and price
- D. Head count, support, and financial stability

Answer: D

Explanation:
To ensurecontinuityin vendor selection, the key criteria includehead count(vendor's staffing capacity to deliver services),support(availability of ongoing technical and operational support), andfinancial stability (ensuring the vendor remains viable to provide services long-term). These factors directly impact the vendor's ability to maintain service delivery without interruptions, which is critical for business continuity.
* Scope, maintenance, and price (A):Scope and price are important but don't directly ensure continuity; maintenance is a subset of support.
* Terms and conditions, maintenance, and terms of engagement (B):These are contractual elements, but they don't fully address operational continuity like staffing or financial stability.
* Price, training, and support (C):Training is less critical for continuity compared to staffing capacity or financial health.
According tovendor management frameworks, continuity is ensured by evaluating the vendor's operational capacity and long-term reliability, making head count, support, and financial stability the minimum criteria.
Reference:EPI CITM study guide, under Vendor Selection/Management, likely covers vendor evaluation criteria, emphasizing continuity factors. Check sections on vendor due diligence or service continuity.

NEW QUESTION # 22
The team responsible for network security has proposed a firewall as the preferred control for the network perimeter. How is this type of control categorized?

- A. Administrative deterrent control
- B. Technical preventive control
- C. Physical corrective control
- D. Physical detective control

Answer: B

Explanation:
Afirewallis categorized as atechnical preventive control(A) ininformation security management.
According toISO/IEC 27001, preventive controls aim to stop security incidents before they occur, and technical controls involve technology-based solutions. A firewall prevents unauthorized access to the network perimeter by filtering traffic, making it a technical

preventive control.

* Physical detective control (B):Involves physical measures (e.g., cameras) to detect incidents, not applicable to firewalls.

* Administrative deterrent control (C):Involves policies or procedures to discourage violations, not technology-based.

* Physical corrective control (D):Addresses physical issues post-incident, not relevant to firewalls.

Reference:EPI CITM study guide, under Information Security Management, likely references ISO/IEC

27001's control categories, emphasizing technical preventive controls. Check sections on security controls or network security.

NEW QUESTION # 23

Due to technical and operational constraints, the preferred control to lower the risks identified is to outsource part of IT operations to an external vendor. What type of risk treatment is applied here?

- A. Sharing
- B. Transferred
- C. Modification
- D. Retention

Answer: B

Explanation:

Outsourcing IT operations to an external vendor is a form ofrisk transfer(C), where the responsibility for managing certain risks (e.g., operational or technical risks) is shifted to the vendor. According toISO 31000, risk treatment strategies include transferring risk to a third party, often through contracts or outsourcing agreements, where the vendor assumes responsibility for mitigating specific risks.

* Sharing (A):Involves distributing risk among multiple parties, not fully transferring it to one.

* Retention (B):Means accepting the risk without mitigation, not applicable here.

* Modification (D):Refers to changing processes or controls to reduce risk, not outsourcing.

Reference:EPI CITM study guide, under Risk Management, likely references ISO 31000's risk treatment strategies, including risk transfer. Check sections on risk treatment or outsourcing.

NEW QUESTION # 24

What is the correct sequence of activities for a risk assessment?

- A. Establish context - identify - analyse - evaluate - treatment
- B. Communication - establish context - analyse - treatment - monitor and review
- C. Identify - analyse - evaluate - treatment - monitor and review
- D. Monitor and review - establish context - identify - evaluate - treatment

Answer: A

Explanation:

The correct sequence for arisk assessment, as perISO 31000andISO/IEC 27001, is:Establish context - identify - analyse - evaluate - treatment(C).

* Establish context:Define the scope, objectives, and criteria for the risk assessment (e.g., organizational goals, assets, and risk appetite).

* Identify:Identify potential risks (e.g., threats and vulnerabilities) that could impact objectives.

* Analyse:Assess the likelihood and impact of identified risks to determine their severity.

* Evaluate:Compare risks against risk criteria to prioritize them for treatment.

* Treatment:Implement controls or strategies to mitigate, avoid, transfer, or accept risks.

* Option A:Incorrect, as "monitor and review" is a post-treatment step, not the starting point.

* Option B:Incorrect, as "communication" is not a distinct step in risk assessment; it's embedded throughout.

* Option D:Incorrect, as it skips "establish context," which is essential for defining the assessment's scope.

This sequence ensures a structured, systematic approach to risk assessment, aligning with organizational objectives.

Reference:EPI CITM study guide, under Risk Management, likely references ISO 31000 or ISO/IEC 27001 for risk assessment processes. Check sections on risk assessment methodologies or risk management lifecycle.

NEW QUESTION # 25

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