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EXIN EPI Certified Information Technology Manager Sample Questions (Q14-Q19):

NEW QUESTION # 14
As part of the business continuity plan preparations, management wants a site arrangement to facilitate a desk for the workers. Which site do you recommend?

- A. Cold site
- B. Mobile site
- C. Hot site
- D. Warm site

Answer: C

Explanation:
For a business continuity plan requiring a site to facilitate desks for workers, a hot site (A) is recommended. A hot site is a fully equipped, operational facility with real-time data replication, allowing immediate resumption of operations with minimal downtime. According to ISO 22301, hot sites are ideal for critical operations requiring desks, IT infrastructure, and immediate availability for workers to continue business processes post- disaster.
* Cold site (B):A basic facility with minimal equipment, requiring significant setup time, unsuitable for immediate worker use.
* Warm site (C):Partially equipped with some infrastructure but not fully operational, requiring setup time.
* Mobile site (D):A temporary, portable solution, less suitable for sustained operations compared to a hot site.
Reference:EPI CITM study guide, under Business Continuity Management, likely discusses recovery site types, emphasizing hot sites for immediate continuity. Check sections on disaster recovery or recovery sites.

NEW QUESTION # 15
Being part of service management, business relationship management follows the principles of the service lifecycle. Which of the below is not part of activities defined in service operation?

- A. Communicate scheduled outages
- B. Escalation
- C. Report service performance
- D. Define service strategy

Answer: D

Explanation:
In ITIL, the service operation phase focuses on delivering and managing services, including activities like communicating scheduled outages (A), reporting service performance (B), and handling escalations (C).
Defining service strategy(D) is part of the service strategy phase, not service operation, as it involves planning and aligning services with business goals.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's service lifecycle, specifically distinguishing service operation from service strategy. Check sections on ITIL service operation or business relationship management.

NEW QUESTION # 16
One of the company's assets is valued at $200,000.00. Based on historical data, the exposure factor is 25%, and the Annual Loss Expectancy (ALE) is calculated at $100,000.00. What is the Annualized Rate of Occurrence (ARO)?

- A. 0
- B. 1
- C. 0.4

Answer: B

Explanation:
In risk management, the Annual Loss Expectancy (ALE) is calculated as:
ALE = Single Loss Expectancy (SLE) × Annualized Rate of Occurrence (ARO), where SLE = Asset Value × Exposure Factor (EF).
Given:
* Asset Value = $200,000
* Exposure Factor (EF) = 25% = 0.25
* ALE = $100,000
Calculate SLE:
SLE = Asset Value × EF = $200,000 × 0.25 = $50,000
Calculate ARO:
ALE = SLE × ARO
$100,000 = $50,000 × ARO
ARO = $100,000 ÷ $50,000 = 2
Thus, the Annualized Rate of Occurrence (ARO)is2(C), meaning the incident is expected to occur twice per year.
* 0.4 (A):Incorrect; implies a lower frequency (0.4 times per year).
* 1 (B):Incorrect; would yield an ALE of $50,000, not $100,000.

Reference:EPI CITM study guide, under Risk Management, likely covers quantitative risk analysis, including ALE, SLE, and ARO calculations. Check sections on risk assessment or quantitative analysis.

NEW QUESTION # 17
Vendor management meetings take place several times per year. What is the main objective for these meetings?

- A. Discuss improvement programs
- B. Verify if the vendor continues to meet the requirements of the contract, supporting the business processes
- C. Identify possible price increases
- D. Explore improvement programs

Answer: B

Explanation:
The main objective of vendor management meetings is to verify if the vendor continues to meet the requirements of the contract, supporting the business processes(C). These meetings, as part of vendor management frameworks, ensure that the vendor's performance aligns with contractual obligations, service level agreements (SLAs), and business needs. They involve reviewing service delivery, compliance, and any issues affecting business processes.
* Explore improvement programs (A):A secondary goal, as improvements may arise from performance reviews.
* Identify possible price increases (B):Price discussions may occur, but they are not the primary focus.
* Discuss improvement programs (D):Similar to A, this is a potential outcome but not the main objective.
Reference:EPI CITM study guide, under Vendor Selection/Management, likely covers vendor performance monitoring and contract compliance. Check sections on vendor management or SLA monitoring.

NEW QUESTION # 18
Little to no budget is available for hiring new staff for the IT service desk. What is the ideal method of sourcing knowing that little time is available?

- A. Internal IT staff based on a SWOT analysis
- B. Word of mouth
- C. Recruitment agency
- D. Internet job board

Answer: D

Explanation:
Given the constraints of little to no budget and limited time, internet job boards are the ideal sourcing method. They are cost-effective (often free or low-cost), allow quick posting of job openings, and reach a wide pool of candidates, enabling rapid hiring.
Word of mouth (A) is informal and may not yield qualified candidates quickly. Internal IT staff based on SWOT analysis (B) is not a standard recruitment method and takes time to analyze. Recruitment agencies (D) are expensive and slower due to their processes, making them unsuitable for low-budget, urgent hiring.
Reference:EPI CITM study guide, under IT Organization, likely discusses recruitment strategies for IT staff, emphasizing cost-effective methods like job boards. Check sections on human resource management or staffing.

NEW QUESTION # 19
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