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## **EXIN EPI Certified Information Technology Manager Sample Questions (Q19-Q24):**

### **NEW QUESTION # 19**

For one of the mission-critical applications in a financial institution, data must be made instantly available at two locations. Which replication mode do you recommend?

- A. Asynchronous replication
- **B. Synchronous replication**
- C. Semi-synchronous replication
- D. Instant replication

**Answer: B**

Explanation:

For a mission-critical application in a financial institution requiring data to be instantly available at two locations, synchronous replication (B) is recommended. Synchronous replication ensures that data is written to both the primary and secondary locations simultaneously, guaranteeing no data loss and immediate availability at both sites. This is critical for financial applications where data integrity and zero recovery point objective (RPO) are essential, as per business continuity and disaster recovery frameworks like ISO 22301.

\* Instant replication (A): Not a standard term in replication strategies; likely a distractor.

\* Asynchronous replication (C): Data is replicated with a delay, risking data loss in case of failure, unsuitable for instant availability.

\* Semi-synchronous replication (D): A compromise where the primary site continues after the secondary acknowledges receipt, but it may not guarantee instant availability.

Synchronous replication ensures real-time data consistency, critical for financial systems.

Reference: EPI CITM study guide, under Business Continuity Management, likely discusses data replication strategies for disaster recovery. Check sections on disaster recovery planning or data availability.

### **NEW QUESTION # 20**

Before signing the contract with the proposed vendor, concerns have been raised over future price increases.

The internal business units, however, insist that the agreement with the vendor must take place as a result of the vendor evaluation process. What is the likely action to take?

- **A. Include contractual terms**
- B. Re-tender the project
- C. Ignore the business units and change vendor
- D. Sign the contract

**Answer: A**

Explanation:

Concerns about future price increases can be addressed by including contractual terms (B) in the agreement to limit or regulate price escalations (e.g., fixed pricing, escalation clauses, or review mechanisms). This approach balances the business units' insistence on proceeding with the selected vendor (based on a thorough evaluation) while mitigating financial risks. According to vendor management best practices, contracts should include clear terms to protect against unforeseen cost increases, ensuring alignment with business objectives.

\* Ignore the business units and change vendor (A): Contradicts the evaluation process and business units' decision, risking misalignment.

\* Sign the contract (C): Ignores the price increase concern, potentially exposing the organization to financial risk.

\* Re-tender the project (D): Unnecessary, as the vendor was selected through evaluation; contractual terms can address the concern without restarting the process.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely discusses contract negotiation strategies, emphasizing risk mitigation through contractual terms. Check sections on vendor contracts or procurement.

### **NEW QUESTION # 21**

Activities in a project are discussed in a Work Breakdown Structure (WBS) session during the planning phase. Team members inform the project manager that whilst estimating the duration for activities, a lot of data exist about the effort required for each of them. Which estimation technique is best considered?

- A. Three-point
- B. Top-down
- C. Comparative
- D. Bottom-up

**Answer: D**

Explanation:

When a lot of data exist about the effort required for project activities, the bottom-up estimation technique (D) is most appropriate. This method involves estimating the effort for each task in the Work Breakdown Structure (WBS) individually, then aggregating them to derive the total project duration or cost. It leverages detailed data for accuracy, as per PMBOK's estimation techniques.

\* Top-down (A): Uses high-level estimates based on historical data or expert judgment, less accurate with detailed task data available.

\* Three-point (B): Uses optimistic, pessimistic, and most likely estimates for uncertainty, but is less focused on leveraging detailed effort data.

\* Comparative (C): Likely refers to analogous estimation, which relies on comparisons to past projects, not detailed task data. Bottom-up estimation is ideal when detailed effort data is available, ensuring precision in project planning.

Reference: EPI CITM study guide, under Project Management, likely covers PMBOK's estimation techniques, emphasizing bottom-up for detailed data scenarios. Refer to sections on project planning or cost /duration estimation.

#### NEW QUESTION # 22

During financial year closing, a processing error in a critical financial system occurs. Senior management demands a change to be implemented in order to not further delay the business processes. Which sort of change is applied?

- A. Normal
- B. Standard
- C. Exceptional
- D. Emergency

**Answer: D**

Explanation:

In ITIL (Information Technology Infrastructure Library), an emergency change is implemented to address urgent issues that significantly impact business operations, such as a processing error during financial year closing. Emergency changes are fast-tracked to restore service or prevent further disruption, bypassing some standard change management processes while still requiring approval.

Normal changes (A) follow the full change management process, standard changes (B) are pre-approved and routine, and exceptional (C) is not a standard ITIL term. Emergency change (D) fits the scenario of urgent action to avoid business delays.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, specifically emergency changes. Refer to the section on ITIL change management or service operation.

#### NEW QUESTION # 23

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

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

**Answer: C**

Explanation:

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.

## NEW QUESTION # 24

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