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## CITM 711 FINAL EXAMS QUESTIONS AND ANSWERS 2022 VERIFIED SOLUTION

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## EXIN EPI Certified Information Technology Manager Sample Questions (Q50-Q55):

### NEW QUESTION # 50

The IT department is requested to select and implement technology and support which will deliver knowledge capable of supporting cross-functional business units. What do you require?

- **A. Both**
- B. Data management
- C. Information management

**Answer: A**

Explanation:

To deliver knowledge supporting cross-functional business units, both information management (A) and data management (B) are required (C). Data management ensures raw data is collected, stored, and organized (e.g., databases, data quality), while information management transforms data into meaningful knowledge (e.g., through analytics, reporting, or knowledge bases) accessible to business units. According to COBIT or IT strategy frameworks, integrating data and information management enables cross-functional collaboration by providing actionable insights and knowledge sharing.

\* Information management alone (A): Focuses on knowledge delivery but relies on well-managed data.

\* Data management alone (B): Provides raw data but lacks the processes to turn it into usable knowledge.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data and information management for enabling business processes. Refer to sections on knowledge management or data governance.

### NEW QUESTION # 51

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

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

**Answer: A**

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 # 52

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. Monitor and review - establish context - identify - evaluate - treatment
- D. Identify - analyse - evaluate - treatment - monitor and review

**Answer: A**

Explanation:

The correct sequence for risk assessment, as per ISO 31000 and ISO/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 # 53

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: A**

Explanation:

In risk management, the Annual Loss Expectancy (ALE) is calculated as:

$ALE = \text{Single Loss Expectancy (SLE)} \times \text{Annualized Rate of Occurrence (ARO)}$ , where  $SLE = \text{Asset Value} \times \text{Exposure Factor (EF)}$ .

Given:

\* Asset Value = \$200,000

\* Exposure Factor (EF) = 25% = 0.25

\* ALE = \$100,000

Calculate SLE:

$SLE = \text{Asset Value} \times EF = \$200,000 \times 0.25 = \$50,000$

Calculate ARO:

$ALE = SLE \times ARO$

$\$100,000 = \$50,000 \times ARO$

$ARO = \$100,000 \div \$50,000 = 2$

Thus, the Annualized Rate of Occurrence (ARO) is 2 (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 # 54

Senior management requests a service requirement analysis to justify the need for a vendor. During the analysis, it is concluded that the internal IT provider has insufficient manpower and lacks the skills to deliver the work required. Which gaps are identified?

- A. Financial and organizational
- B. Technical and organizational
- C. Financial and technical

**Answer: B**

Explanation:

The analysis identifies insufficient manpower (a staffing issue) and lack of skills (a capability issue) within the internal IT provider. These gaps correspond to organizational (manpower, related to staffing and resource allocation) and technical (skills, related to expertise and

technical capabilities) deficiencies (B).

\* Financial and organizational (A): Financial gaps (e.g., budget constraints) are not mentioned in the scenario.

\* Financial and technical (C): Financial issues are not indicated; the focus is on manpower and skills.

According to vendor management frameworks, identifying gaps in internal capabilities (e.g., staffing and technical expertise) justifies outsourcing to a vendor to fill these deficiencies.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers service requirement analysis and gap identification. Check sections on vendor justification or capability assessment.

## NEW QUESTION # 55

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