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EXIN EPI Certified Information Technology Manager Sample Questions (Q25-Q30):

NEW QUESTION # 25
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. Bottom-up
- B. Comparative
- C. Top-down
- D. Three-point

Answer: A

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 # 26

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

- A. Maximum Allowable Outage (MAO)
- B. Maximum Time Allowed (MTA)
- C. Recovery Time Objective (RTO)
- D. Recovery Point Objective (RPO)

Answer: D

Explanation:
TheRecovery Point Objective (RPO)(D) inbusiness continuity planningdefines the maximum age of data (i.
e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be lost. According toISO 22301, RPO is critical for determining backup and replication strategies.
* Maximum Time Allowed (MTA) (A):Not a standard term in business continuity.
* Recovery Time Objective (RTO) (B):Defines the maximum downtime before recovery, not data loss.
* Maximum Allowable Outage (MAO) (C):Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.
Reference:EPI CITM study guide, under Business Continuity Management, likely covers RPO and RTO in disaster recovery planning. Check sections on business continuity metrics or recovery strategies.

NEW QUESTION # 27

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

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

Answer: C

Explanation:
The main objective ofvendor management meetingsis toverify if the vendor continues to meet the requirements of the contract, supporting the business processes(C). These meetings, as part ofvendor 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 # 28

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. Escalation

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

Answer: B

Explanation:
InITIL, theservice operationphase 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 theservice strategyphase, 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 # 29
Your organization considers a job rotation program. What is the main objective?

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

Answer: D

Explanation:
The main objective of ajob rotation programin anIT organizationis tosupport 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 withIT organizationprinciples 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 tohuman resource managementframeworks, 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 # 30
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