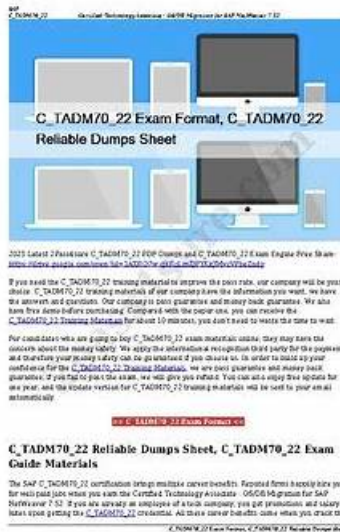


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## EXIN EPI Certified Information Technology Manager Sample Questions (Q29-Q34):

### NEW QUESTION # 29

A technical team investigating possible controls concludes that the most preferred control cannot be implemented as a result of too many constraints and decides to propose the second-best control. How is this control being referred to?

- A. Corrective control
- B. Deterrent
- C. Detective control
- **D. Compensating control**

**Answer: D**

Explanation:

A compensating control is an alternative control implemented when the preferred control cannot be applied due to constraints (e.g., technical, financial, or operational). According to frameworks like COBIT or ISO/IEC

27001, compensating controls provide equivalent or partial risk mitigation when the primary control is infeasible.

Deterrent controls (A) discourage violations, detective controls (C) identify incidents, and corrective controls (D) address issues after they occur. Only compensating control (B) fits the scenario of a second-best alternative due to constraints.

Reference: EPI CITM study guide, under Information Security Management, likely discusses control types, referencing compensating controls in risk management frameworks. Refer to sections on security controls or risk mitigation.

### NEW QUESTION # 30

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

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

**Answer: A**

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 # 31

What is the Critical Success Factor (CSF) in IT services review?

- A. Inform customers on improvements made
- **B. Evaluate deliverables before meeting the customer for an IT service review**
- C. Explain shortcomings and bottlenecks during IT services review meeting with the customer
- D. Suitable location for the IT service review meeting to take place

**Answer: B**

Explanation:

A Critical Success Factor (CSF) in IT services review, as per ITIL's service management framework, is to evaluate deliverables before

meeting the customer for an IT service review(A). This ensures that the IT service provider has thoroughly assessed service performance, identified issues, and prepared actionable insights or recommendations to discuss with the customer. Pre-evaluating deliverables enables a productive review meeting, ensuring alignment with customer expectations and service level agreements (SLAs).

\* Suitable location (B):Logistical factors like location are not critical to the success of the review process.

\* Explain shortcomings and bottlenecks (C):While transparency is important, focusing only on issues without prior evaluation may undermine the review's effectiveness.

\* Inform customers on improvements (D):Informing about improvements is part of the review but not the CSF; evaluation of deliverables is the foundation for meaningful discussions.

Reference:EPI CITM study guide, under Service Management, likely references ITIL's service review processes, emphasizing preparation and evaluation. Check sections on service level management or service review.

### NEW QUESTION # 32

The project brief/project charter is created. Which of the following is not part of it?

- A. High-level risk
- B. Quality expectations
- C. Detailed planning
- D. Summary budget

**Answer: C**

Explanation:

The project charter(or project brief) is a high-level document created during the initiation phase of a project, as defined by PMBOK(Project Management Body of Knowledge). It outlines the project's purpose, objectives, scope, and key elements but does not include detailed planning(A), which occurs during the planning phase after the charter is approved. The charter typically includes:

\* High-level risks (B):Identifies major risks to provide early awareness.

\* Summary budget (C):Provides an initial cost estimate for approval.

\* Quality expectations (D):Defines high-level quality requirements or standards.

Detailed planning, such as creating a detailed Work Breakdown Structure (WBS) or schedule, is part of the project management plan developed later, not the charter.

Reference:EPI CITM study guide, under Project Management, likely references PMBOK's project initiation processes, detailing the components of a project charter. Refer to sections on project initiation or project charter development.

### NEW QUESTION # 33

On behalf of senior management, the Human Resource management department instructs all unit managers to perform appraisal meetings using SMART conditions. Which method is expected to be followed?

- A. Management By Objectives
- B. Performance ranking method
- C. Graphic rating scales
- D. Ranking

**Answer: A**

Explanation:

SMART(Specific, Measurable, Achievable, Relevant, Time-bound) is a goal-setting framework commonly associated with Management By Objectives (MBO). MBO involves setting clear, measurable objectives for employees, aligning individual performance with organizational goals. In appraisal meetings, using SMART conditions ensures that performance goals are clearly defined and trackable, which is a hallmark of MBO.

Graphic rating scales (B) involve rating employees on a scale for various traits, not necessarily tied to SMART goals. Ranking (C) and Performance ranking method (D) focus on comparing employees, which doesn't align with SMART's emphasis on individual, objective-based performance evaluation.

Reference:EPI CITM study guide, under IT Organization, likely discusses performance management and appraisal techniques, referencing MBO in the context of SMART goal-setting. Refer to sections on human resource management or organizational performance.



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