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EXIN EPI Certified Information Technology Manager Sample Questions (Q46-Q51):

NEW QUESTION # 46
Controls to manage risk have been implemented and evaluated successfully. Risks are now at the level which the organization is willing to accept. What is the name of this risk?

- A. Reduced risk
- B. Modified risk
- C. Lowered risk
- D. Residual risk

Answer: D

Explanation:
In risk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is called residual risk (C). According to frameworks like ISO/IEC 27001 and COBIT, residual risk represents the level of risk that persists after applying controls, deemed acceptable based on the organization's risk appetite. For example, if a control reduces the

likelihood or impact of a threat (e.g., data breach), the remaining exposure is the residual risk, which the organization monitors but does not further mitigate unless necessary.
* Reduced risk (A):Not a standard term; implies a general decrease but lacks specificity.
* Lowered risk (B):Similar to reduced risk, not a recognized term in risk management frameworks.
* Modified risk (D):Implies risk alteration but is not a standard term for post-control risk levels.
Residual risk is a critical concept in risk management, ensuring organizations understand and accept the remaining exposure after mitigation efforts.
Reference:EPI CITM study guide, under Risk Management, likely references ISO/IEC 27001 or COBIT, emphasizing residual risk in risk assessment and treatment processes. Check sections on risk management frameworks or risk evaluation.

NEW QUESTION # 47
The team responsible for network security has proposed a firewall as the preferred control for the network perimeter. How is this type of control categorized?

- A. Physical detective control
- B. Administrative deterrent control
- C. Physical corrective control
- D. Technical preventive control

Answer: D

Explanation:
Afirewallis categorized as atechnical preventive control(A) ininformation security management.
According toISO/IEC 27001, preventive controls aim to stop security incidents before they occur, and technical controls involve technology-based solutions. A firewall prevents unauthorized access to the network perimeter by filtering traffic, making it a technical preventive control.
* Physical detective control (B):Involves physical measures (e.g., cameras) to detect incidents, not applicable to firewalls.
* Administrative deterrent control (C):Involves policies or procedures to discourage violations, not technology-based.
* Physical corrective control (D):Addresses physical issues post-incident, not relevant to firewalls.
Reference:EPI CITM study guide, under Information Security Management, likely references ISO/IEC
27001's control categories, emphasizing technical preventive controls. Check sections on security controls or network security.

NEW QUESTION # 48
The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- A. Are the service offerings still relevant and appropriate?
- B. Are there any changes in the IT service provider organization?
- C. Are any of the existing services up for retiring within the foreseeable future?
- D. Are there any new laws, codes, and/or regulations which might impact the current service offerings?

Answer: B

Explanation:
Reviewing anIT service catalog, as perITILservice asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:
* Retiring services (A):Assessing whether services are outdated or no longer needed is critical.
* New laws, codes, or regulations (B):Compliance with legal or regulatory changes is essential to avoid penalties.
* Service relevance and appropriateness (D):Ensures services meet current business objectives and user needs.
Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, detailing review criteria. Check sections on service portfolio or catalog management.

NEW QUESTION # 49
Lately, the support desk is receiving several requests for password resets from individuals who appear to be unknown to the organization. Possible criminal activities are suspected, and the organization wishes to address this issue in their information security awareness program. What is the area that requires awareness?

- A. E-mail usage
- B. Internet usage
- C. Social engineering
- D. Instant (mobile) messaging

Answer: C

Explanation:
Requests for password resets from unknown individuals suggestsocial engineeringattacks, such as phishing or impersonation, where attackers manipulate users to gain unauthorized access. An information security awareness program should focus on educating staff about social engineering tactics to recognize and prevent such incidents.
E-mail usage (A), instant messaging (B), and internet usage (C) may be vectors for attacks, but the core issue is social engineering, which encompasses tactics used across these channels.
Reference:EPI CITM study guide, under Information Security Management, likely emphasizes social engineering in security awareness training. Refer to sections on security awareness or threat management.

NEW QUESTION # 50
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. Define service strategy
- B. Communicate scheduled outages
- C. Escalation
- D. Report service performance

Answer: A

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 # 51
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