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EXIN EPI Certified Information Technology Manager Sample Questions (Q20-Q25):

NEW QUESTION # 20

The organization's online retail system popularity has resulted in global demand. To provide customers with a 24x7 option for support in regard to returning products, a virtual assistant is designed providing simple instructions based on pre-defined questions which are commonly asked by customers. Which type of Machine Learning (ML) is applied?

- A. Supervised
- B. Unsupervised
- C. Reinforcement learning
- D. Deep learning

Answer: A

Explanation:

The scenario describes a virtual assistant designed to provide simple instructions for product returns based on pre-defined questions commonly asked by customers. This indicates the use of supervised machine learning (B), where the system is trained on a labeled dataset (e.g., questions paired with correct responses) to predict appropriate answers. Supervised learning is ideal for applications like chatbots or virtual assistants that rely on predefined input-output pairs to handle customer queries efficiently.

* Unsupervised (A): Involves finding patterns in unlabeled data (e.g., clustering), not suitable for predefined question-response tasks.

* Reinforcement learning (C): Focuses on learning through trial and error with rewards, used in dynamic environments (e.g., robotics), not for static question answering.

* Deep learning (D): A subset of supervised or unsupervised learning using neural networks, but the question doesn't specify complex architectures, making supervised learning the broader, correct choice.

Supervised learning aligns with IT strategy for deploying AI-driven customer support tools, as it ensures accurate, predictable responses based on trained data, enhancing user experience in a global retail system.

Reference: EPI CITM study guide, under IT Strategy, likely discusses emerging technologies like AI and machine learning, emphasizing supervised learning for customer-facing applications. Refer to sections on artificial intelligence or customer support technologies.

NEW QUESTION # 21

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

Answer: C

Explanation:

Reviewing an IT service catalog, as per ITIL service 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 # 22

A new system (application) is developed for the marketing department. Stakeholders have demanded an independent white box test to take place. What are the stakeholders' biggest concern?

- A. The quality of the source code of the system
- B. The functionality of the system
- C. The performance of the system
- D. The capacity of the new system

Answer: A

Explanation:

A white box test involves testing the internal structure and code of an application, requiring access to its source code. The stakeholders' demand for an independent white box test indicates their primary concern is the quality of the source code (C). This type of testing, conducted by an independent party, ensures the code is well-structured, secure, and free of defects that could lead to vulnerabilities or inefficiencies.

* Capacity (A): Refers to the system's ability to handle load, typically tested via performance or stress testing, not white box testing.

* Performance (B): Focuses on speed and responsiveness, evaluated through performance testing, not white box testing.

* Functionality (D): Is tested via black box testing, which focuses on inputs and outputs without examining the code.

White box testing is a technical process often aligned with SDLC quality assurance practices, ensuring code reliability and maintainability, which is critical for stakeholders concerned about long-term system integrity.

Reference: EPI CITM study guide, under Application Management, likely covers testing methodologies in the SDLC, emphasizing white box testing for code quality. Check sections on application testing or quality assurance.

NEW QUESTION # 23

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

- **A. Support the long-term continuity of the organization**
- B. Increase staff job satisfaction
- C. Allow staff a diversity in their daily responsibilities
- 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 # 24

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

Answer: A

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.

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