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EXIN EPI Certified Information Technology Manager Sample Questions (Q18-Q23):

NEW QUESTION # 18

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

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

Answer: B

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 # 19

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

Answer: B

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 # 20

During Post Implementation Review (PIR) of changes, it is lately concluded that an unusual high number of changes failed to meet their objectives. What is the most likely cause of this?

- **A. Lack of effort in assessing and evaluating change requests**
- B. Change Advisory Board (CAB) meetings are not taking place
- C. Insufficient resources for change implementation
- D. Insufficient budget allocation

Answer: A

Explanation:

A high failure rate of changes during Post Implementation Review (PIR) in ITIL's change management process suggests a deficiency in the assessment and evaluation of change requests (A). Proper assessment involves analyzing risks, impacts, and feasibility before approving changes. If this step is inadequate (e.g., overlooking conflicts or underestimating impacts), changes are more likely to fail, as they may not align with objectives or be poorly planned.

- * Insufficient resources (B): May cause delays but is less directly tied to failed objectives compared to poor assessment.
- * CAB meetings not taking place (C): The CAB reviews changes, but the scenario doesn't indicate meetings are absent; poor assessment can occur even with CAB involvement.
- * Insufficient budget (D): May limit implementation but is less likely the primary cause of failed objectives.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management process, emphasizing the importance of change assessment. Check sections on change management or PIR.

NEW QUESTION # 21

Before signing the contract with the proposed vendor, concerns have been raised over future price increases. The internal business units, however, insist that the agreement with the vendor must take place as a result of the vendor evaluation process. What is the likely action to take?

- A. Re-tender the project
- B. Sign the contract
- C. Ignore the business units and change vendor
- **D. Include contractual terms**

Answer: D

Explanation:

Concerns about future price increases can be addressed by including contractual terms (B) in the agreement to limit or regulate price escalations (e.g., fixed pricing, escalation clauses, or review mechanisms). This approach balances the business units' insistence on proceeding with the selected vendor (based on a thorough evaluation) while mitigating financial risks. According to vendor management best practices, contracts should include clear terms to protect against unforeseen cost increases, ensuring alignment with business objectives.

* Ignore the business units and change vendor (A): Contradicts the evaluation process and business units' decision, risking misalignment.

* Sign the contract (C): Ignores the price increase concern, potentially exposing the organization to financial risk.

* Re-tender the project (D): Unnecessary, as the vendor was selected through evaluation; contractual terms can address the concern without restarting the process.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely discusses contract negotiation strategies, emphasizing risk mitigation through contractual terms. Check sections on vendor contracts or procurement.

NEW QUESTION # 22

A customer survey needs to be designed. What is the most important factor for success?

- A. Make use of leading and loaded questions
- B. Use a rating scale only
- **C. Relevant questions to meet the objective**
- D. Minimum duration to complete

Answer: C

Explanation:

The most important factor for a successful customer survey in service management is relevant questions to meet the objective (A).

According to ITIL's continual service improvement (CSI), surveys must be designed with questions that align with the survey's goals (e.g., assessing service quality or customer satisfaction) to gather meaningful data for actionable improvements.

* Use a rating scale only (B): Restricting to rating scales limits question variety and may not capture qualitative insights.

* Leading and loaded questions (C): These bias responses, reducing survey validity.

* Minimum duration (D): While brevity is important, relevance of questions is critical for achieving the survey's purpose.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's CSI framework for survey design. Check sections on customer feedback or service improvement.

NEW QUESTION # 23

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