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EXIN EPI Certified Information Technology Manager Sample Questions (Q23-Q28):

NEW QUESTION # 23

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 # 24

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

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

Answer: D

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 # 25

Business is changing fast, resulting in the need to formally appoint a new staff member responsible for guiding the process in a controlled manner. Which role does apply?

- **A. Change Manager**
- B. Business Relationship Manager
- C. Risk Manager
- D. Service Level Manager

Answer: A

Explanation:

In a fast-changing business environment, a Change Manager (D) is responsible for guiding the change process in a controlled manner. According to ITIL, the Change Manager oversees the change management process, ensuring that changes to IT services or infrastructure are assessed, approved, and implemented with minimal disruption to business operations. This role is critical when rapid business changes require structured control to maintain stability and alignment with organizational goals.

* Risk Manager (A): Focuses on identifying and mitigating risks, not directly managing change processes.

* Service Level Manager (B): Ensures service levels meet agreed standards, focusing on service delivery rather than change control.

* Business Relationship Manager (C): Manages relationships with business stakeholders to align IT services with needs, not specifically change processes.

The Change Manager's role, as defined in ITIL's change management framework, is essential for controlling the pace and impact of changes in a dynamic environment.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, detailing the Change Manager's responsibilities. Check sections on ITIL change management or service transition.

NEW QUESTION # 26

The new system (application) is ready for adoption (implementation). The customer is concerned that an instant change-over from the current system to the new system will create a large impact on the user base.

You are requested to propose an approach for adoption. Which of the items listed below is recommended?

- A. Big bang
- **B. Parallel**
- C. Coordinated
- D. Phased

Answer: B

Explanation:

When implementing a new system, the customer's concern about a large impact on the user base suggests the need for a low-risk, controlled adoption strategy. In application management, the parallel adoption approach (B) involves running both the old and new systems simultaneously for a period, allowing users to transition gradually while ensuring the new system functions correctly. This minimizes disruption, as the old system remains operational as a fallback if issues arise with the new system.

* Big bang (A): This approach involves switching entirely to the new system at once, which is high-risk and likely to cause significant disruption, especially for a concerned user base. It's unsuitable here due to the potential for widespread impact.

* Coordinated (C): This is not a standard term in application deployment strategies. It may imply a managed transition but lacks the specificity of parallel or phased approaches.

* Phased (D): This involves rolling out the new system incrementally (e.g., by department or module), which reduces risk but doesn't provide the same level of safety as parallel, where both systems run concurrently to ensure continuity.

The parallel approach is ideal for mitigating risks during a critical system transition, as it allows validation of the new system's performance while maintaining business continuity. According to ITIL or SDLC frameworks, parallel adoption is often recommended for mission-critical systems to ensure stability and user acceptance.

Reference: EPI CITM study guide, under Application Management, likely discusses system implementation strategies within the Software Development Life Cycle (SDLC) or ITIL's service asset and configuration management. Refer to sections on application deployment, transition planning, or change management for details on parallel adoption.

NEW QUESTION # 27

Senior management is concerned fraudulent activities may take place during large financial transactions. To reduce the risk of fraud, it expects the proper controls to be in place. Which security principle is in need of the highest attention?

- A. Reliability
- **B. Integrity**
- C. Confidentiality
- D. Availability

Answer: B

Explanation:

To reduce the risk of fraud in large financial transactions, the security principle of integrity (C) requires the highest attention. Integrity, as per ISO/IEC 27001's CIA triad (Confidentiality, Integrity, Availability), ensures that data is accurate, complete, and unaltered.

Fraud often involves manipulating transaction data, so controls like data validation, checksums, or audit trails are critical to maintain integrity and prevent unauthorized changes.

* Confidentiality (A): Protects data from unauthorized access, less directly related to fraud prevention.

* Availability (B): Ensures system access, not the primary concern for fraud.

* Reliability (D): Not a standard CIA triad principle; may relate to system performance but not fraud.

Reference: EPI CITM study guide, under Information Security Management, likely references the CIA triad, emphasizing integrity for fraud prevention. Check sections on security principles or fraud controls.

NEW QUESTION # 28

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