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# EXIN EPI Certified Information Technology Manager Sample Questions (Q32-Q37):

## NEW QUESTION # 32
The project brief/project charter is created. Which of the following is not part of it?

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

**Answer: A**

Explanation:
Theproject charter(or project brief) is a high-level document created during theinitiation phaseof a project, as defined byPMBOK(Project Management Body of Knowledge). It outlines the project's purpose, objectives, scope, and key elements but does not includedetailed 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
The introduction of a security awareness program has resulted in a quick decrease in security incidents. Eight months later, security incidents are showing a sudden increase, and the blame is put on a non-functioning security awareness program. What is most likely the cause?

- A. Insufficient budget
- B. Message materials are few and static, and renewal is not taking place
- C. Lack of resources for instructor-led sessions
- D. Scope of the program is too narrow, not covering all areas of interest

**Answer: B**

Explanation:
Security awareness programs require ongoing engagement to remain effective. If security incidents decrease initially but increase after eight months, the most likely cause is thatmessage materials are few and static, and renewal is not taking place(C). Static content becomes outdated or ignored over time, reducing its impact. Regular updates, new campaigns, and varied delivery methods (e.g., videos, quizzes) are essential to maintain employee awareness and adapt to evolving threats, as perISO/IEC 27001orNISTsecurity awareness guidelines.
* Insufficient budget (A):While budget constraints could limit program scope, there's no evidence in the scenario to suggest this is the primary issue.
* Scope too narrow (B):A narrow scope might limit effectiveness initially, but the initial success suggests the scope was adequate; the issue is sustaining engagement.
* Lack of resources for instructor-led sessions (D):Instructor-led sessions are one delivery method, but the core issue is likely outdated content rather than delivery format.
Reference:EPI CITM study guide, under Information Security Management, likely discusses security awareness program maintenance, emphasizing the need for regular content updates. Refer to sections on security awareness or human factors in security.

## NEW QUESTION # 34

Senior management requests a service requirement analysis to justify the need for a vendor. During the analysis, it is concluded that the internal IT provider has insufficient manpower and lacks the skills to deliver the work required. Which gaps are identified?

- A. Financial and technical
- B. Technical and organizational
- C. Financial and organizational

**Answer: B**

Explanation:
The analysis identifies insufficient manpower (a staffing issue) and lack of skills (a capability issue) within the internal IT provider. These gaps correspond to organizational (manpower, related to staffing and resource allocation) and technical (skills, related to expertise and technical capabilities) deficiencies (B).
* Financial and organizational (A): Financial gaps (e.g., budget constraints) are not mentioned in the scenario.
* Financial and technical (C): Financial issues are not indicated; the focus is on manpower and skills.
According to vendor management frameworks, identifying gaps in internal capabilities (e.g., staffing and technical expertise) justifies outsourcing to a vendor to fill these deficiencies.
Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers service requirement analysis and gap identification. Check sections on vendor justification or capability assessment.


## NEW QUESTION # 35

Activities in a project are discussed in a Work Breakdown Structure (WBS) session during the planning phase. Team members inform the project manager that whilst estimating the duration for activities, a lot of data exist about the effort required for each of them. Which estimation technique is best considered?

- A. Top-down
- B. Comparative
- C. Bottom-up
- D. Three-point

**Answer: C**

Explanation:
When a lot of data exist about the effort required for project activities, the bottom-up estimation technique (D) is most appropriate. This method involves estimating the effort for each task in the Work Breakdown Structure (WBS) individually, then aggregating them to derive the total project duration or cost. It leverages detailed data for accuracy, as per PMBOK's estimation techniques.
* Top-down (A): Uses high-level estimates based on historical data or expert judgment, less accurate with detailed task data available.
* Three-point (B): Uses optimistic, pessimistic, and most likely estimates for uncertainty, but is less focused on leveraging detailed effort data.
* Comparative (C): Likely refers to analogous estimation, which relies on comparisons to past projects, not detailed task data.
Bottom-up estimation is ideal when detailed effort data is available, ensuring precision in project planning.
Reference: EPI CITM study guide, under Project Management, likely covers PMBOK's estimation techniques, emphasizing bottom-up for detailed data scenarios. Refer to sections on project planning or cost
/duration estimation.


## NEW QUESTION # 36

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

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

**Answer: A**

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 # 37

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