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

### NEW QUESTION # 46

As part of the business continuity plan preparations, management wants a site arrangement to facilitate a desk for the workers.

Which site do you recommend?

- A. Cold site
- B. Mobile site
- C. Warm site
- **D. Hot site**

**Answer: D**

Explanation:

For a business continuity plan requiring a site to facilitate desks for workers, a hot site (A) is recommended. A hot site is a fully equipped, operational facility with real-time data replication, allowing immediate resumption of operations with minimal downtime. According to ISO 22301, hot sites are ideal for critical operations requiring desks, IT infrastructure, and immediate availability for workers to continue business processes post-disaster.

\* Cold site (B): A basic facility with minimal equipment, requiring significant setup time, unsuitable for immediate worker use.

\* Warm site (C): Partially equipped with some infrastructure but not fully operational, requiring setup time.

\* Mobile site (D): A temporary, portable solution, less suitable for sustained operations compared to a hot site.

Reference: EPI CITM study guide, under Business Continuity Management, likely discusses recovery site types, emphasizing hot sites for immediate continuity. Check sections on disaster recovery or recovery sites.

#### **NEW QUESTION # 47**

When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

- A. Price, training, and support
- **B. Head count, support, and financial stability**
- C. Scope, maintenance, and price
- D. Terms and conditions, maintenance, and terms of engagement

**Answer: B**

Explanation:

To ensure continuity in vendor selection, the key criteria include head count (vendor's staffing capacity to deliver services), support (availability of ongoing technical and operational support), and financial stability (ensuring the vendor remains viable to provide services long-term). These factors directly impact the vendor's ability to maintain service delivery without interruptions, which is critical for business continuity.

\* Scope, maintenance, and price (A): Scope and price are important but don't directly ensure continuity; maintenance is a subset of support.

\* Terms and conditions, maintenance, and terms of engagement (B): These are contractual elements, but they don't fully address operational continuity like staffing or financial stability.

\* Price, training, and support (C): Training is less critical for continuity compared to staffing capacity or financial health.

According to vendor management frameworks, continuity is ensured by evaluating the vendor's operational capacity and long-term reliability, making head count, support, and financial stability the minimum criteria.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers vendor evaluation criteria, emphasizing continuity factors. Check sections on vendor due diligence or service continuity.

#### **NEW QUESTION # 48**

In system (application) development, a use case (user story) is a list of steps defining interactions between a role and a system to achieve a goal. What type of requirement is mentioned here?

- A. Behavioral requirement
- B. Non-functional requirement
- **C. Functional requirement**
- D. Security requirement

**Answer: C**

Explanation:

A use case or user story describes interactions between a user (role) and the system to achieve a specific goal, defining what the system must do. This corresponds to a functional requirement (A), which specifies the system's features or capabilities (e.g., "the

system shall allow users to submit a return request"). According to SDLC and requirements engineering, functional requirements focus on specific functionalities, as captured in use cases.

\* Behavioral requirement (B): Not a standard term; it may refer to system behavior but is less specific than functional requirements.

\* Non-functional requirement (C): Covers performance, scalability, or usability (e.g., response time), not specific user interactions.

\* Security requirement (D): A subset of non-functional requirements focused on security, not general use case interactions.

Reference: EPI CITM study guide, under Application Management, likely discusses requirements engineering in the SDLC, emphasizing functional requirements in use cases. Check sections on system design or requirements analysis.

#### NEW QUESTION # 49

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 # 50

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

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

**Answer: B**

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 # 51

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