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## EXIN EPI Certified Information Technology Manager Sample Questions (Q13-Q18):

### NEW QUESTION # 13

Vendor management meetings take place several times per year. What is the main objective for these meetings?

- A. Discuss improvement programs
- **B. Verify if the vendor continues to meet the requirements of the contract, supporting the business processes**
- C. Explore improvement programs
- D. Identify possible price increases

**Answer: B**

Explanation:

The main objective of vendor management meetings is to verify if the vendor continues to meet the requirements of the contract, supporting the business processes (C). These meetings, as part of vendor management frameworks, ensure that the vendor's performance aligns with contractual obligations, service level agreements (SLAs), and business needs. They involve reviewing service delivery, compliance, and any issues affecting business processes.

\* Explore improvement programs (A): A secondary goal, as improvements may arise from performance reviews.

\* Identify possible price increases (B): Price discussions may occur, but they are not the primary focus.

\* Discuss improvement programs (D): Similar to A, this is a potential outcome but not the main objective.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers vendor performance monitoring and contract compliance. Check sections on vendor management or SLA monitoring.

#### NEW QUESTION # 14

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

**Answer: B**

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 # 15

One particular incident repeatedly occurs every first day of the working week. As part of problem management, it is decided to gather a group of technical specialists to conduct problem analysis. Which technique is recommended?

- A. Technical observation post
- **B. 5-Whys**
- C. Fault isolation
- D. Kepner-Tregoe

**Answer: B**

Explanation:

For a recurring incident, problem management in ITIL aims to identify the root cause to prevent future occurrences. The 5-Whys technique (C) is recommended as it involves repeatedly asking "why" to drill down to the root cause of the issue. This simple, effective method is suitable for a group of technical specialists analyzing a recurring problem, such as an incident occurring every Monday, which may stem from a specific process, configuration, or system issue.

\* Kepner-Tregoe (A): A structured decision-making and problem-solving method, more complex and less focused on root cause analysis alone.

\* Technical observation post (B): Not a standard problem management technique; likely a distractor.

\* Fault isolation (D): Focuses on isolating faulty components, more applicable to hardware issues than recurring process-related incidents.

The 5-Whys technique is widely used in ITIL problem management for its simplicity and effectiveness in collaborative root cause analysis.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management techniques, including

5-Whys. Check sections on problem analysis or root cause analysis.

#### NEW QUESTION # 16

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

- A. Train staff on a range of activities common in daily operations
- B. Increase staff job satisfaction
- C. Allow staff a diversity in their daily responsibilities
- **D. Support the long-term continuity of the organization**

**Answer: D**

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 # 17

Being part of service management, business relationship management follows the principles of the service lifecycle. Which of the below is not part of activities defined in service operation?

- **A. Define service strategy**
- B. Report service performance
- C. Escalation
- D. Communicate scheduled outages

**Answer: A**

Explanation:

In ITIL, the service operation phase focuses on delivering and managing services, including activities like communicating scheduled outages (A), reporting service performance (B), and handling escalations (C).

Defining service strategy (D) is part of the service strategy phase, not service operation, as it involves planning and aligning services with business goals.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service lifecycle, specifically distinguishing service operation from service strategy. Check sections on ITIL service operation or business relationship management.

#### NEW QUESTION # 18

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