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## **EXIN EPI Certified Information Technology Manager Sample Questions (Q25-Q30):**

### **NEW QUESTION # 25**

In testing the business continuity plan, senior business managers wish to compare data which is in both the main and alternative site,

before participating in a full interruption test. Which type of test do they want to take place?

- A. Checklist test
- B. Structured walk-through test
- **C. Parallel test**
- D. Simulation test

**Answer: C**

Explanation:

A parallel test (A) in business continuity planning involves running systems at both the primary and alternate sites simultaneously to compare data and ensure the alternate site can handle operations effectively. This test verifies data replication and system functionality without interrupting normal operations, aligning with the managers' desire to compare data before a full interruption test.

\* Simulation test (B): This involves simulating a disaster scenario to test response procedures without activating the alternate site, so it doesn't focus on data comparison.

\* Structured walk-through test (C): This is a tabletop exercise where team members discuss and review the plan without executing systems or comparing data.

\* Checklist test (D): This involves reviewing the business continuity plan against a checklist to ensure completeness, not comparing data between sites.

According to ISO 22301 or business continuity management frameworks, a parallel test is used to validate recovery capabilities while maintaining operations at the primary site, making it ideal for the scenario described.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers business continuity testing methodologies, referencing parallel tests in the context of disaster recovery validation. Check sections on business continuity planning or testing strategies.

#### NEW QUESTION # 26

Senior management suspects possible threats in the IT organization and demands a high-level assessment which will list risks identified in order of priority for treatment. Which type of analysis should be conducted?

- A. Ad hoc analysis
- **B. Qualitative analysis**
- C. Quantitative analysis
- D. Semi-quantitative analysis

**Answer: B**

Explanation:

A high-level assessment to list risks in order of priority for treatment is best conducted using qualitative analysis (B). According to ISO 31000, qualitative risk analysis assesses risks based on their likelihood and impact using non-numerical methods (e.g., risk matrices, high/medium/low ratings). This approach is suitable for high-level assessments, as it quickly prioritizes risks without requiring detailed quantitative data, aligning with senior management's needs for a prioritized risk list.

\* Quantitative analysis (A): Uses numerical data (e.g., cost estimates, probabilities) for detailed analysis, not ideal for high-level overviews.

\* Semi-quantitative analysis (B): Combines qualitative and quantitative methods, but is more detailed than needed for a high-level assessment.

\* Ad hoc analysis (C): Not a standard risk analysis method; implies informal analysis, unsuitable for structured prioritization.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000's qualitative risk analysis for high-level assessments. Check sections on risk assessment or prioritization.

#### NEW QUESTION # 27

To further reduce fraud cases in the transfer of land titles, the government introduces a new system which, in the back-end, makes use of blockchain technology. Key functionality of the system is speed of transmission and privacy. Which type of blockchain is most preferred for this type of application?

- A. Public blockchain
- B. Consortium blockchain
- C. Community blockchain
- **D. Private blockchain**

**Answer: D**

Explanation:

For a government system handling land title transfers, the key requirements are speed of transmission and privacy. A private blockchain is most suitable because it restricts access to authorized participants, ensuring privacy and confidentiality of sensitive data such as land ownership records. Private blockchains are controlled by a single organization or a limited group, allowing faster transaction processing compared to public blockchains, which require consensus from a large, decentralized network. This aligns with the need for quick and secure transactions in a controlled environment.

Public blockchains (B) are open to anyone, which compromises privacy for sensitive government data.

Community blockchain (A) is not a standard term in blockchain technology, and consortium blockchains (D), while involving multiple organizations, are less suitable for a single government entity needing full control.

Reference: EPI CITM study guide likely covers blockchain applications under IT Strategy, emphasizing private blockchains for secure, controlled environments like government systems. Refer to sections on emerging technologies or IT strategy frameworks for detailed blockchain categorizations.

### NEW QUESTION # 28

Whilst creating the IT service catalog, a needs analysis is conducted. One of the items discussed is the data points required for the IT services. What is the objective of these data points?

- **A. To measure the performance of IT services delivered**
- B. To establish the operating hours of the IT services
- C. To identify the data being used by the customer
- D. To determine the life expectancy of IT services

**Answer: A**

Explanation:

In ITIL's service catalog management, data points required for IT services are used to measure the performance of IT services delivered (A). These data points (e.g., uptime, response times, incident resolution rates) enable the IT provider to monitor and report on service quality, ensuring alignment with service level agreements (SLAs) and customer expectations. A needs analysis identifies key performance indicators (KPIs) to track service effectiveness.

\* Identify data used by the customer (B): Focuses on customer data usage, not service performance.

\* Determine life expectancy (C): Relates to service lifecycle planning, not data points.

\* Establish operating hours (D): Operating hours are a service attribute, not the primary purpose of data points.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, emphasizing KPIs for performance measurement. Check sections on service catalog or performance metrics.

### NEW QUESTION # 29

Lately, the support desk is receiving several requests for password resets from individuals who appear to be unknown to the organization. Possible criminal activities are suspected, and the organization wishes to address this issue in their information security awareness program. What is the area that requires awareness?

- A. Internet usage
- **B. Social engineering**
- C. E-mail usage
- D. Instant (mobile) messaging

**Answer: B**

Explanation:

Requests for password resets from unknown individuals suggest social engineering attacks, such as phishing or impersonation, where attackers manipulate users to gain unauthorized access. An information security awareness program should focus on educating staff about social engineering tactics to recognize and prevent such incidents.

E-mail usage (A), instant messaging (B), and internet usage (C) may be vectors for attacks, but the core issue is social engineering, which encompasses tactics used across these channels.

Reference: EPI CITM study guide, under Information Security Management, likely emphasizes social engineering in security awareness training. Refer to sections on security awareness or threat management.



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