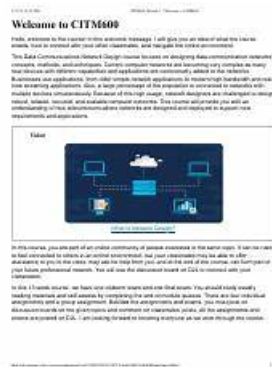


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EXIN EPI Certified Information Technology Manager Sample Questions (Q33-Q38):

NEW QUESTION # 33

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

Answer: D

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 # 34

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

Answer: C

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 # 35

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

- A. Recovery Time Objective (RTO)
- B. Maximum Allowable Outage (MAO)
- **C. Recovery Point Objective (RPO)**
- D. Maximum Time Allowed (MTA)

Answer: C

Explanation:

The Recovery Point Objective (RPO) in business continuity planning defines the maximum age of data (i.e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be lost. According to ISO 22301, RPO is critical for determining backup and replication strategies.

* Maximum Time Allowed (MTA) (A): Not a standard term in business continuity.

* Recovery Time Objective (RTO) (B): Defines the maximum downtime before recovery, not data loss.

* Maximum Allowable Outage (MAO) (C): Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers RPO and RTO in disaster recovery planning. Check sections on business continuity metrics or recovery strategies.

NEW QUESTION # 36

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. Security requirement
- B. Behavioral requirement
- **C. Functional requirement**
- D. Non-functional 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 # 37

The new social media platform is multi-media supported and will generate a large volume of raw data. The marketing department has a need for advanced analysis of this data. Which data management technology applies best?

- A. Online Analytical Processing (OLAP)
- **B. Big Data Analysis**
- C. Master Data Management (MDM)
- D. Digital Asset Management (DAM)

Answer: B

Explanation:

The scenario describes a social media platform generating a large volume of raw data (e.g., user interactions, multimedia content) and a need for advanced analysis by the marketing department. Big Data Analysis (B) is the best technology, as it handles large, unstructured datasets and uses advanced techniques (e.g., machine learning, predictive analytics) to derive insights, such as user behavior or campaign effectiveness.

* Master Data Management (MDM) (A): Focuses on managing core business data (e.g., customer records) for consistency, not analyzing large raw datasets.

* Digital Asset Management (DAM) (D): Manages multimedia assets (e.g., images, videos) for storage and retrieval, not advanced

analysis.

* Online Analytical Processing (OLAP) (C): Supports multidimensional analysis of structured data but is less suited for unstructured, large-scale social media data compared to big data tools.

Big Data Analysis aligns with IT strategy for leveraging large datasets to drive business value, as per modern data management frameworks.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data management technologies, emphasizing big data for advanced analytics. Refer to sections on data analytics or emerging technologies.

NEW QUESTION # 38

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