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## EXIN EPI Certified Information Technology Manager Sample Questions (Q16-Q21):

### NEW QUESTION # 16

During financial year closing, a processing error in a critical financial system occurs. Senior management demands a change to be implemented in order to not further delay the business processes. Which sort of change is applied?

- **A. Emergency**
- B. Normal
- C. Exceptional
- D. Standard

**Answer: A**

Explanation:

In ITIL (Information Technology Infrastructure Library), an emergency change is implemented to address urgent issues that significantly impact business operations, such as a processing error during financial year closing. Emergency changes are fast-tracked to restore service or prevent further disruption, bypassing some standard change management processes while still requiring approval. Normal changes (A) follow the full change management process, standard changes (B) are pre-approved and routine, and exceptional (C) is not a standard ITIL term. Emergency change (D) fits the scenario of urgent action to avoid business delays. Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, specifically emergency changes. Refer to the section on ITIL change management or service operation.

### NEW QUESTION # 17

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

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

**Answer: B**

Explanation:

The project charter (or project brief) is a high-level document created during the initiation phase of a project, as defined by PMBOK (Project Management Body of Knowledge). It outlines the project's purpose, objectives, scope, and key elements but does not include detailed 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 # 18

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

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

**Answer: A**

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 # 19

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. Change Manager**
- C. Service Level Manager
- D. Risk 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 # 20

The Service Level Agreement (SLA) mentions a section 'estimated system response times'. What is not a key factor for a successful delivery?

- A. The technical specifications of the system
- B. The skills and knowledge of staff working at the IT service provider organization
- C. The price for the IT service
- D. The technical specifications of the IT infrastructure

**Answer: C**

Explanation:

An SLA's section on estimated system response times focuses on ensuring the system meets performance expectations. Key factors for successful delivery include:

\* Technical specifications of the system (A): Defines the system's capabilities (e.g., processing power, architecture) critical for response times.

\* Skills and knowledge of staff (C): Ensures the IT team can manage and optimize the system for performance.

\* Technical specifications of the IT infrastructure (D): Includes network, servers, and storage, which directly impact response times.

Price for the IT service (B) is not a direct factor in achieving system response times, as it relates to cost negotiation rather than technical performance. While budget may influence resource allocation, it's not a key factor in delivering the SLA's performance metrics.

Reference: EPI CITM study guide, under Service Management, likely covers ITIL's service level management, emphasizing factors affecting SLA performance metrics like response times. Refer to sections on SLA components or service delivery.

### NEW QUESTION # 21

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