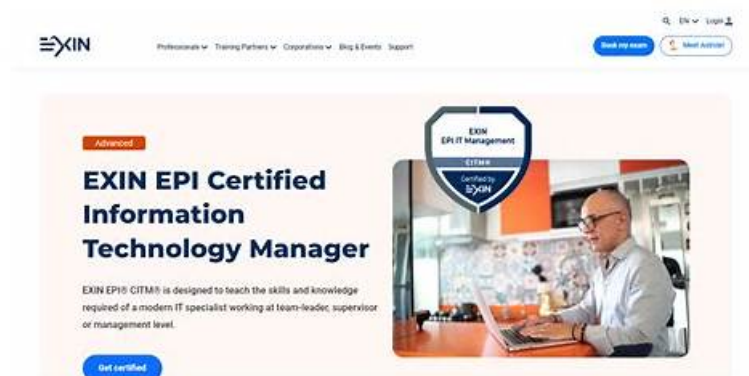


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EXIN EPI Certified Information Technology Manager Sample Questions (Q10-Q15):

NEW QUESTION # 10

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. Maximum Allowable Outage (MAO)
- B. Recovery Time Objective (RTO)
- 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 # 11

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. Integrity
- B. Confidentiality
- C. Reliability
- D. Availability

Answer: A

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 # 12

During the system (application) development project, the customer wants to know how software will be maintained to assure that future functional requirements are incorporated. What type of system maintenance is the customer looking for?

- A. Adaptive maintenance
- B. Perfective maintenance
- C. Preventive maintenance
- D. Corrective maintenance

Answer: B

Explanation:

The customer's focus on incorporating future functional requirements indicates a need for perfective maintenance (B). In application management, perfective maintenance involves enhancing software to add new features or improve functionality to meet evolving business needs, such as adding new modules or capabilities.

* Preventive maintenance (A): Focuses on preventing issues by optimizing performance or addressing potential problems, not adding new features.

* Corrective maintenance (C): Involves fixing bugs or errors, not incorporating new functionality.

* Adaptive maintenance (D): Adapts software to environmental changes (e.g., new operating systems), not specifically for new functional requirements.

Perfective maintenance aligns with the SDLC's maintenance phase, ensuring the software evolves to support future business requirements.

Reference: EPI CITM study guide, under Application Management, likely covers software maintenance types in the SDLC, emphasizing perfective maintenance for enhancements. Refer to sections on application lifecycle or maintenance strategies.

NEW QUESTION # 13

Senior management requests a service requirement analysis to justify the need for a vendor. During the analysis, it is concluded that the internal IT provider has insufficient manpower and lacks the skills to deliver the work required. Which gaps are identified?

- **A. Technical and organizational**
- B. Financial and organizational
- C. Financial and technical

Answer: A

Explanation:

The analysis identifies insufficient manpower (a staffing issue) and lack of skills (a capability issue) within the internal IT provider. These gaps correspond to organizational (manpower, related to staffing and resource allocation) and technical (skills, related to expertise and technical capabilities) deficiencies (B).

* Financial and organizational (A): Financial gaps (e.g., budget constraints) are not mentioned in the scenario.

* Financial and technical (C): Financial issues are not indicated; the focus is on manpower and skills.

According to vendor management frameworks, identifying gaps in internal capabilities (e.g., staffing and technical expertise) justifies outsourcing to a vendor to fill these deficiencies.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers service requirement analysis and gap identification. Check sections on vendor justification or capability assessment.

NEW QUESTION # 14

Due to technical and operational constraints, the preferred control to lower the risks identified is to outsource part of IT operations to an external vendor. What type of risk treatment is applied here?

- A. Modification
- B. Retention
- **C. Transferred**
- D. Sharing

Answer: C

Explanation:

Outsourcing IT operations to an external vendor is a form of risk transfer (C), where the responsibility for managing certain risks (e.g., operational or technical risks) is shifted to the vendor. According to ISO 31000, risk treatment strategies include transferring risk to a third party, often through contracts or outsourcing agreements, where the vendor assumes responsibility for mitigating specific risks.

* Sharing (A): Involves distributing risk among multiple parties, not fully transferring it to one.

* Retention (B): Means accepting the risk without mitigation, not applicable here.

* Modification (D): Refers to changing processes or controls to reduce risk, not outsourcing.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000's risk treatment strategies, including risk transfer. Check sections on risk treatment or outsourcing.

NEW QUESTION # 15

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