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## EXIN EPI Certified Information Technology Manager Sample Questions (Q23-Q28):

### NEW QUESTION # 23

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

- A. Discuss improvement programs
- B. Explore improvement programs
- C. Identify possible price increases

- **D. Verify if the vendor continues to meet the requirements of the contract, supporting the business processes**

**Answer: D**

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 # 24

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

**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.

#### NEW QUESTION # 25

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 # 26

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

**Answer: D**

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 # 27

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

**Answer: B**

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 # 28

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