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EXIN EPI Certified Information Technology Manager Sample Questions (Q37-Q42):

NEW QUESTION # 37

A new system (application) is developed for the marketing department. Stakeholders have demanded an independent white box test to take place. What are the stakeholders' biggest concern?

- A. The capacity of the new system
- B. The performance of the system
- C. The quality of the source code of the system
- D. The functionality of the system

Answer: C

Explanation:

A white box test involves testing the internal structure and code of an application, requiring access to its source code. The

stakeholders' demand for an independent white box test indicates their primary concern is the quality of the source code (C). This type of testing, conducted by an independent party, ensures the code is well-structured, secure, and free of defects that could lead to vulnerabilities or inefficiencies.

* Capacity (A): Refers to the system's ability to handle load, typically tested via performance or stress testing, not white box testing.

* Performance (B): Focuses on speed and responsiveness, evaluated through performance testing, not white box testing.

* Functionality (D): Is tested via black box testing, which focuses on inputs and outputs without examining the code.

White box testing is a technical process often aligned with SDLC quality assurance practices, ensuring code reliability and maintainability, which is critical for stakeholders concerned about long-term system integrity.

Reference: EPI CITM study guide, under Application Management, likely covers testing methodologies in the SDLC, emphasizing white box testing for code quality. Check sections on application testing or quality assurance.

NEW QUESTION # 38

Little to no budget is available for hiring new staff for the IT service desk. What is the ideal method of sourcing knowing that little time is available?

- A. Internal IT staff based on a SWOT analysis
- B. Recruitment agency
- C. Internet job board
- D. Word of mouth

Answer: C

Explanation:

Given the constraints of little to no budget and limited time, internet job boards are the ideal sourcing method. They are cost-effective (often free or low-cost), allow quick posting of job openings, and reach a wide pool of candidates, enabling rapid hiring.

Word of mouth (A) is informal and may not yield qualified candidates quickly. Internal IT staff based on SWOT analysis (B) is not a standard recruitment method and takes time to analyze. Recruitment agencies (D) are expensive and slower due to their processes, making them unsuitable for low-budget, urgent hiring.

Reference: EPI CITM study guide, under IT Organization, likely discusses recruitment strategies for IT staff, emphasizing cost-effective methods like job boards. Check sections on human resource management or staffing.

NEW QUESTION # 39

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

Answer: A

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 # 40

Activities in a project are discussed in a Work Breakdown Structure (WBS) session during the planning phase. Team members inform the project manager that whilst estimating the duration for activities, a lot of data exist about the effort required for each of them. Which estimation technique is best considered?

- A. Comparative
- B. Top-down

- C. Bottom-up
- D. Three-point

Answer: C

Explanation:

When a lot of data exist about the effort required for project activities, the bottom-up estimation technique (D) is most appropriate. This method involves estimating the effort for each task in the Work Breakdown Structure (WBS) individually, then aggregating them to derive the total project duration or cost. It leverages detailed data for accuracy, as per PMBOK's estimation techniques.

* Top-down (A): Uses high-level estimates based on historical data or expert judgment, less accurate with detailed task data available.

* Three-point (B): Uses optimistic, pessimistic, and most likely estimates for uncertainty, but is less focused on leveraging detailed effort data.

* Comparative (C): Likely refers to analogous estimation, which relies on comparisons to past projects, not detailed task data.

Bottom-up estimation is ideal when detailed effort data is available, ensuring precision in project planning.

Reference: EPI CITM study guide, under Project Management, likely covers PMBOK's estimation techniques, emphasizing bottom-up for detailed data scenarios. Refer to sections on project planning or cost/duration estimation.

NEW QUESTION # 41

In vendor selection, what is the most important reason for a reference check?

- A. To obtain financial information for vendor negotiation
- B. To verify products by other customers
- C. To independently verify and validate a vendor's claim
- D. To identify customers not mentioned on the reference list

Answer: C

Explanation:

The most important reason for a reference check in vendor selection is to independently verify and validate a vendor's claim (A).

Reference checks involve contacting the vendor's previous or current clients to confirm claims about performance, reliability, and service quality, ensuring the vendor can meet contractual obligations. This aligns with vendor management best practices to mitigate risks by validating vendor credibility.

* Verify products by other customers (B): Too narrow; reference checks focus on overall performance, not just products.

* Obtain financial information (C): Financial data is obtained through financial due diligence, not reference checks.

* Identify customers not mentioned (D): Not a primary goal; the focus is on validating provided references.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers due diligence processes, emphasizing reference checks for validation. Check sections on vendor evaluation or due diligence.

NEW QUESTION # 42

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