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CITM 102 TEST BANKS CHAPTERS 1,2,4,5,6,7,8,10,12

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

CHAPTER 1:

- 1) ☐ Data management technology consists of the ☐.
A) ☐ detailed, preprogrammed instructions that control and coordinate the computer hardware components in an information system.
B) ☐ hardware and software used to transfer data.
C) ☒ software governing the organization of data on physical storage media.
D) ☐ physical hardware and media used by an organization for storing data.
- 2) ☐ An example of a business using information systems to attain operational excellence is ☐.
A) ☐ The Mandarin Oriental hotel's customer-preference tracking system.
B) ☐ Verizon's Web-based digital dashboard.
C) ☐ Apple Inc.'s iPod.
D) ☒ Wal-Mart's RetailLink system.
- 3) ☐ The average number of tickets sold daily online is an example of ☐ ☐.
A) ☐ input. ☐ feedback.
C) ☒ meaningful information. ☐ raw data.
- 4) ☐ The costs for firms operating on a global scale have been drastically reduced by ☐ ☐.
A) ☐ networking technology.
B) ☐ investments in organizational complementary assets.
C) ☐ the rise of digital content.
D) ☒ the Internet.
- 5) ☐ Mary has just graduated from university with a degree in operations research. Based on her education, Mary would be a good fit with a firm that sees information systems in primarily a ☐ ☐.
A) ☐ liberal arts approach ☐ behavioural approach
C) ☐ sociotechnical approach ☒ technical approach
- 6) ☐ The use of information systems because of necessity describes the business objective of ☐ ☐.
A) ☐ competitive advantage. ☐ improved business practices.
C) ☒ survival. ☐ improved flexibility.
- 7) ☐ Apple Computer dominates the online legal music sales industry primarily because of a failure of recording label companies to ☐ ☐.
A) ☐ modernize their information value chain. ☐ invest in complementary assets.
C) ☐ invest in technology. ☒ adopt a new business model.
- 8) ☐ Which main business function is responsible for maintaining employee records? ☐ ☐.
A) ☐ finance and accounting ☐ sales and marketing
C) ☐ manufacturing and production ☒ human resources
- 9) ☐ The fundamental set of assumptions, values, and ways of doing things that has been accepted by most of a company's members is called its ☐ ☐.
A) ☐ environment. ☐ atmosphere. ☒ culture. ☐ values.

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Vendor Selection• Management: This section measures the expertise of a Vendor Manager and covers the process of selecting and managing third-party providers. It addresses evaluating vendor capabilities, negotiating contracts, monitoring performance, and maintaining productive relationships to ensure service quality and value.

Topic 2	<ul style="list-style-type: none"> IT Organization: This domain targets an IT Operations Manager and focuses on the design and management of IT organizational structures. It includes defining roles and responsibilities, establishing governance frameworks, managing resources effectively, and fostering collaboration to support IT service delivery and business needs.
Topic 3	<ul style="list-style-type: none"> Information Security Management: This section targets an Information Security Manager and focuses on protecting information assets from threats. It covers policy development, security controls implementation, incident response, data protection, and compliance with legal and regulatory requirements to maintain confidentiality, integrity, and availability.
Topic 4	<ul style="list-style-type: none"> Service Management: This domain targets a Service Delivery Manager and focuses on managing IT services to ensure consistent and efficient delivery. It includes establishing service level agreements (SLAs), incident and problem management, continuous service improvement, and aligning IT services with business demands.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q11-Q16):

NEW QUESTION # 11

A customer survey needs to be designed. What is the most important factor for success?

- **A. Relevant questions to meet the objective**
- B. Make use of leading and loaded questions
- C. Minimum duration to complete
- D. Use a rating scale only

Answer: A

Explanation:

The most important factor for a successful customer survey in service management is relevant questions to meet the objective (A). According to ITIL's continual service improvement (CSI), surveys must be designed with questions that align with the survey's goals (e.g., assessing service quality or customer satisfaction) to gather meaningful data for actionable improvements.

* Use a rating scale only (B): Restricting to rating scales limits question variety and may not capture qualitative insights.

* Leading and loaded questions (C): These bias responses, reducing survey validity.

* Minimum duration (D): While brevity is important, relevance of questions is critical for achieving the survey's purpose.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's CSI framework for survey design. Check sections on customer feedback or service improvement.

NEW QUESTION # 12

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. Coordinated
- **B. Parallel**
- C. Phased
- 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 # 13

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

- **A. Verify if the vendor continues to meet the requirements of the contract, supporting the business processes**
- B. Discuss improvement programs
- C. Identify possible price increases
- D. Explore improvement programs

Answer: A

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 # 14

What is the Critical Success Factor (CSF) in IT services review?

- **A. Evaluate deliverables before meeting the customer for an IT service review**
- B. Explain shortcomings and bottlenecks during IT services review meeting with the customer
- C. Suitable location for the IT service review meeting to take place
- D. Inform customers on improvements made

Answer: A

Explanation:

A Critical Success Factor (CSF) in IT services review, as per ITIL's service management framework, is to evaluate deliverables before meeting the customer for an IT service review (A). This ensures that the IT service provider has thoroughly assessed service performance, identified issues, and prepared actionable insights or recommendations to discuss with the customer. Pre-evaluating deliverables enables a productive review meeting, ensuring alignment with customer expectations and service level agreements (SLAs).

* Suitable location (B): Logistical factors like location are not critical to the success of the review process.

* Explain shortcomings and bottlenecks (C): While transparency is important, focusing only on issues without prior evaluation may

undermine the review's effectiveness.

* Inform customers on improvements (D): Informing about improvements is part of the review but not the CSF; evaluation of deliverables is the foundation for meaningful discussions.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service review processes, emphasizing preparation and evaluation. Check sections on service level management or service review.

NEW QUESTION # 15

Users (customers) are complaining about the quality of how problems are being solved. What is the most likely cause?

- A. Wrong allocation of problems
- **B. Poor registration of problems**
- C. Errors in priority
- D. Lack of budget to manage problems

Answer: B

Explanation:

In ITIL's problem management process, poor registration of problems (A) is the most likely cause of low-quality problem resolution. Effective problem management requires accurate logging of incidents and problems, including detailed descriptions, to enable proper root cause analysis and resolution. If problems are poorly registered (e.g., incomplete or inaccurate data), it hinders diagnosis and resolution, leading to customer dissatisfaction.

* Wrong allocation of problems (B): Incorrect assignment to teams can delay resolution but is less fundamental than poor registration, which affects the entire process.

* Errors in priority (C): Incorrect prioritization may delay urgent issues, but poor registration impacts resolution quality more directly.

* Lack of budget (D): May limit resources, but the scenario points to process quality, not resource constraints.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management, emphasizing accurate problem logging. Check sections on ITIL problem management or service operation.

NEW QUESTION # 16

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