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EXIN EPI Certified Information Technology Manager Sample Questions (Q44-Q49):

NEW QUESTION # 44

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

- A. Inform customers on improvements made

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

Answer: B

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 # 45

The introduction of a security awareness program has resulted in a quick decrease in security incidents. Eight months later, security incidents are showing a sudden increase, and the blame is put on a non-functioning security awareness program. What is most likely the cause?

- A. Lack of resources for instructor-led sessions
- B. Insufficient budget
- C. Message materials are few and static, and renewal is not taking place
- D. Scope of the program is too narrow, not covering all areas of interest

Answer: C

Explanation:

Security awareness programs require ongoing engagement to remain effective. If security incidents decrease initially but increase after eight months, the most likely cause is that message materials are few and static, and renewal is not taking place (C). Static content becomes outdated or ignored over time, reducing its impact. Regular updates, new campaigns, and varied delivery methods (e.g., videos, quizzes) are essential to maintain employee awareness and adapt to evolving threats, as per ISO/IEC 27001 or NIST security awareness guidelines.

* Insufficient budget (A): While budget constraints could limit program scope, there's no evidence in the scenario to suggest this is the primary issue.

* Scope too narrow (B): A narrow scope might limit effectiveness initially, but the initial success suggests the scope was adequate; the issue is sustaining engagement.

* Lack of resources for instructor-led sessions (D): Instructor-led sessions are one delivery method, but the core issue is likely outdated content rather than delivery format.

Reference: EPI CITM study guide, under Information Security Management, likely discusses security awareness program maintenance, emphasizing the need for regular content updates. Refer to sections on security awareness or human factors in security.

NEW QUESTION # 46

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

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

Answer: D

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 # 47

Before signing the contract with the proposed vendor, concerns have been raised over future price increases.

The internal business units, however, insist that the agreement with the vendor must take place as a result of the vendor evaluation process. What is the likely action to take?

- A. Ignore the business units and change vendor
- **B. Include contractual terms**
- C. Sign the contract
- D. Re-tender the project

Answer: B

Explanation:

Concerns about future price increases can be addressed by including contractual terms (B) in the agreement to limit or regulate price escalations (e.g., fixed pricing, escalation clauses, or review mechanisms). This approach balances the business units' insistence on proceeding with the selected vendor (based on a thorough evaluation) while mitigating financial risks. According to vendor management best practices, contracts should include clear terms to protect against unforeseen cost increases, ensuring alignment with business objectives.

* Ignore the business units and change vendor (A): Contradicts the evaluation process and business units' decision, risking misalignment.

* Sign the contract (C): Ignores the price increase concern, potentially exposing the organization to financial risk.

* Re-tender the project (D): Unnecessary, as the vendor was selected through evaluation; contractual terms can address the concern without restarting the process.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely discusses contract negotiation strategies, emphasizing risk mitigation through contractual terms. Check sections on vendor contracts or procurement.

NEW QUESTION # 48

One of the company's assets is valued at \$200,000.00. Based on historical data, the exposure factor is 25%, and the Annual Loss Expectancy (ALE) is calculated at \$100,000.00. What is the Annualized Rate of Occurrence (ARO)?

- A. 0.4
- **B. 0**
- C. 1

Answer: B

Explanation:

In risk management, the Annual Loss Expectancy (ALE) is calculated as:

$ALE = \text{Single Loss Expectancy (SLE)} \times \text{Annualized Rate of Occurrence (ARO)}$, where $SLE = \text{Asset Value} \times \text{Exposure Factor (EF)}$.

Given:

* Asset Value = \$200,000

* Exposure Factor (EF) = 25% = 0.25

* ALE = \$100,000

Calculate SLE:

$SLE = \text{Asset Value} \times EF = \$200,000 \times 0.25 = \$50,000$

Calculate ARO:

$ALE = SLE \times ARO$

$\$100,000 = \$50,000 \times ARO$

$ARO = \$100,000 \div \$50,000 = 2$

Thus, the Annualized Rate of Occurrence (ARO) is 2 (C), meaning the incident is expected to occur twice per year.

* 0.4 (A):Incorrect; implies a lower frequency (0.4 times per year).

* 1 (B):Incorrect; would yield an ALE of \$50,000, not \$100,000.

Reference:EPI CITM study guide, under Risk Management, likely covers quantitative risk analysis, including ALE, SLE, and ARO calculations. Check sections on risk assessment or quantitative analysis.

NEW QUESTION # 49

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