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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"> • 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.
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"> • 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 5	<ul style="list-style-type: none"> • Project Management: This domain is aimed at an IT Project Manager and encompasses planning, executing, and controlling IT projects. It includes managing scope, time, cost, quality, and risks, applying project methodologies, engaging stakeholders, and delivering projects that meet business requirements.
Topic 6	<ul style="list-style-type: none"> • Risk Management: This domain evaluates the capabilities of an IT Risk Manager and involves identifying, assessing, and mitigating IT-related risks. It addresses developing risk frameworks, compliance management, and proactive measures to safeguard IT assets and operations.

Topic 7	<ul style="list-style-type: none"> • IT Strategy: This section of the exam measures the skills of an IT Strategy Manager and covers the development and alignment of IT strategy with business objectives. It emphasizes creating strategic plans to support organizational goals, understanding emerging technologies, and ensuring that IT investments contribute to competitive advantage and operational efficiency.
Topic 8	<ul style="list-style-type: none"> • Business Continuity Management: This section measures the skills of a Business Continuity Manager and covers planning and implementing strategies to ensure IT availability and resilience during disruptions. It includes risk assessment, disaster recovery planning, backup procedures, and testing to minimize business impact.

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

NEW QUESTION # 11

To further reduce fraud cases in the transfer of land titles, the government introduces a new system which, in the back-end, makes use of blockchain technology. Key functionality of the system is speed of transmission and privacy. Which type of blockchain is most preferred for this type of application?

- A. Community blockchain
- B. Consortium blockchain
- C. Public blockchain
- **D. Private blockchain**

Answer: D

Explanation:

For a government system handling land title transfers, the key requirements are speed of transmission and privacy. A private blockchain is most suitable because it restricts access to authorized participants, ensuring privacy and confidentiality of sensitive data such as land ownership records. Private blockchains are controlled by a single organization or a limited group, allowing faster transaction processing compared to public blockchains, which require consensus from a large, decentralized network. This aligns with the need for quick and secure transactions in a controlled environment.

Public blockchains (B) are open to anyone, which compromises privacy for sensitive government data.

Community blockchain (A) is not a standard term in blockchain technology, and consortium blockchains (D), while involving multiple organizations, are less suitable for a single government entity needing full control.

Reference: EPI CITM study guide likely covers blockchain applications under IT Strategy, emphasizing private blockchains for secure, controlled environments like government systems. Refer to sections on emerging technologies or IT strategy frameworks for detailed blockchain categorizations.

NEW QUESTION # 12

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

Answer: D

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 # 13

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

Answer: D

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 # 14

For one of the mission-critical applications in a financial institution, data must be made instantly available at two locations. Which replication mode do you recommend?

- A. Instant replication
- B. Semi-synchronous replication
- **C. Synchronous replication**
- D. Asynchronous replication

Answer: C

Explanation:

For a mission-critical application in a financial institution requiring data to be instantly available at two locations, synchronous replication (B) is recommended. Synchronous replication ensures that data is written to both the primary and secondary locations simultaneously, guaranteeing no data loss and immediate availability at both sites. This is critical for financial applications where data integrity and zero recovery point objective (RPO) are essential, as per business continuity and disaster recovery frameworks like ISO 22301.

* Instant replication (A): Not a standard term in replication strategies; likely a distractor.

* Asynchronous replication (C): Data is replicated with a delay, risking data loss in case of failure, unsuitable for instant availability.

* Semi-synchronous replication (D): A compromise where the primary site continues after the secondary acknowledges receipt, but it may not guarantee instant availability.

Synchronous replication ensures real-time data consistency, critical for financial systems.

