

Training CITM Pdf & Latest CITM Dumps Book

Delivery structure

EPI courses are lectured by certified trainers. CITM® is an instructor-led course that uses a combination of presentation lectures and question and answer sessions, to discuss attendees' specific needs and issues experienced in their own environment. Attendees are able to tap into the trainer's extensive experience to enable them to solve practical problems in their current environment, thus adding tremendous value.

Examination

Certification exam papers can be taken in paper based format at the end of the last day of the course, or online via an authorised training partner, depending on the country in which the course is delivered. The exam is an hour long, 40 questions, multiple choice and closed book exam. The attendee needs to have 27 out of 40 questions correct in order to pass the exam. Results of the exam will be communicated to the attendee within four weeks following the examination.

Certification

Attendees who successfully pass the exam will receive the official 'Certified Information Technology Manager' certificate. Certification is valid for a three years period after which the student needs to re-certify. More information on re-certification and verification of the current status of certification can be found on the EPI corporate website, <http://www.epi-ap.com>.

After successfully having passed the exam the candidate can work towards obtaining the prestigious CTD (Certified IT Director) certificate by taking the various specialist courses in each of the disciplines in the CITM framework. Once successfully having passed the exams in each of those disciplines, the aspiring candidate is ready to apply for the CTD accreditation. For more information visit the EPI corporate website, <http://www.epi-ap.com>

Global Accreditation

EXIN, is a global, independent and not-for-profit examination provider. EXIN's mission is to improve the quality of the IT and Data Centre sectors, the proficiency of IT and Data Centre professionals and the IT users, by means of independent testing and certification. EXIN offers candidates the opportunity to take examinations at a time and place of their choice. Every day, EXIN examinations are taken in more than 125 countries on six continents, and in more than 15 languages.

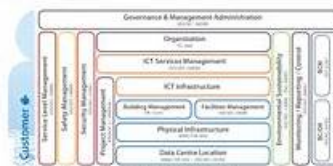
Recommended next course

Candidates with a desire to gain a deep understanding on risk management are recommended to take the CDRP® course. CDRP® focuses on the core processes of managing risk in IT and/or the data centre and is based on the leading standards in the industry. To further extend your skills in the Data Centre design arena, we recommend the CDCP® course. CDCP® exposes participants to the key components of the data centre. For a full course outline of these courses visit the EPI corporate website, <http://www.epi-ap.com>

Course scheduling

Our courses are available in a wide variety of countries in all continents. For course scheduling visit the EPI corporate website at <http://www.epi-ap.com> or contact your local authorized reseller/partner.

EPI Data Centre Framework



The 'EPI Data Centre Framework'® provides Data Centre Investors/Owners/Operators with a Data Centre Ecosystem addressing all disciplines of a structured and fully managed Data Centre. The Framework® addresses not only the site selection, design and outfitting of its physical facilities but it also includes the governance and all processes required to organize and operate a Data Centre which meets the business requirements of its Customers. For more information visit <http://www.epi-ap.com>

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • Application Management: This section of the exam evaluates an Application Manager's skills in overseeing the lifecycle of IT applications. It covers application development support, maintenance, upgrades, user support, and ensuring that applications meet functional and performance standards aligned with business needs.
Topic 4	<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 5	<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 6	<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 7	<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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q12-Q17):

NEW QUESTION # 12

Before the marketing department will decide on a new advertising campaign, it wants to be able to gain more insights into the customer, being able to predict the products customers will purchase in the near future. What is a 'must-have' criterion in terms of the technology the marketing department is interested in?

- A. Business Intelligence (BI)
- B. Records Management System (RMS)
- **C. Advanced analytics**
- D. Ad hoc analysis

Answer: C

Explanation:

To predict future customer purchases, the marketing department requires advanced analytics (B), which involves sophisticated data analysis techniques, such as predictive modeling, machine learning, and data mining. These technologies enable the department to analyze customer behavior, identify patterns, and forecast purchasing trends, supporting targeted advertising campaigns.

* Records Management System (RMS) (A): Focuses on managing and storing records, not predictive analysis.

* Ad hoc analysis (C): Allows for on-demand, one-off queries but lacks the predictive capabilities of advanced analytics.

* Business Intelligence (BI) (D): Provides reporting and historical data analysis but is less focused on predictive modeling compared to advanced analytics.

Advanced analytics aligns with IT strategy goals of leveraging data for competitive advantage, as it supports predictive insights critical for marketing decisions.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data-driven technologies like advanced analytics for business decision-making. Refer to sections on emerging technologies or data analytics.

NEW QUESTION # 13

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 # 14

In project management, what is the objective of a 'lessons learned' report?

- A. To establish accountability for the mistakes being made in the project
- B. Bringing forward positive and negative elements with the intent to benefit future projects
- C. To identify all risks that occurred during the project
- D. To inform the project owner with the overall achievement of the project's objectives

Answer: B

Explanation:

A lessons learned report in project management is designed to document both positive and negative experiences from a project to improve future projects. According to the Project Management Institute (PMI) and frameworks like PMBOK, the purpose is to capture insights, successes, challenges, and recommendations to enhance processes, avoid repeating mistakes, and replicate successes in future initiatives.

Option A focuses only on reporting achievements, which is too narrow. Option B emphasizes accountability for mistakes, which is not the primary goal, as the report aims to improve rather than blame. Option C is incorrect because identifying risks is part of risk management, not the primary focus of lessons learned.

Option D correctly captures the intent to benefit future projects by analyzing both positive and negative aspects.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK or similar frameworks, specifically the "Close Project or Phase" process, where lessons learned are documented. Check the section on project closure or knowledge management.

NEW QUESTION # 15

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. Communicate scheduled outages
- C. Report service performance
- D. Escalation

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 # 16

A selection process for new IT staff has started. The Human Resource department has requested to follow the corporate staff hiring protocol. One mandatory item to be included is additional screening. What is verified by doing this?

- A. Number of years working experience
- B. Criminal record
- C. Educational level
- D. Salary demands

Answer: B

Explanation:

In corporate hiring protocols, additional screening typically refers to background checks beyond basic qualifications, such as verifying a candidate's criminal record. This is critical for IT roles, where employees may have access to sensitive systems and data, ensuring trustworthiness and compliance with security policies.

Salary demands (A) are negotiated during the hiring process, not screened. Number of years of experience (B) and educational level (D) are verified through resumes and standard checks, not typically classified as "additional screening," which focuses on security-related checks like criminal records.

Reference: EPI CITM study guide, under IT Organization, likely covers hiring protocols and security considerations, emphasizing background checks for IT staff. Check sections on human resource management or information security management.

NEW QUESTION # 17

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