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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Business Continuity Management:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>IT Strategy:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Vendor Selection</b></li> <li>• <b>Management:</b> 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.</li> </ul>

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## EXIN EPI Certified Information Technology Manager Sample Questions (Q29-Q34):

### NEW QUESTION # 29

The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- A. Are there any new laws, codes, and/or regulations which might impact the current service offerings?
- B. Are any of the existing services up for retiring within the foreseeable future?
- **C. Are there any changes in the IT service provider organization?**
- D. Are the service offerings still relevant and appropriate?

**Answer: C**

Explanation:

Reviewing an IT service catalog, as per ITIL service asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:

- \* Retiring services (A): Assessing whether services are outdated or no longer needed is critical.
- \* New laws, codes, or regulations (B): Compliance with legal or regulatory changes is essential to avoid penalties.
- \* Service relevance and appropriateness (D): Ensures services meet current business objectives and user needs.

Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, detailing review criteria. Check sections on service portfolio or catalog management.

### NEW QUESTION # 30

The new social media platform is multi-media supported and will generate a large volume of raw data. The marketing department has a need for advanced analysis of this data. Which data management technology applies best?

- A. Online Analytical Processing (OLAP)
- B. Digital Asset Management (DAM)
- **C. Big Data Analysis**
- D. Master Data Management (MDM)

**Answer: C**

Explanation:

The scenario describes a social media platform generating a large volume of raw data (e.g., user interactions, multimedia content) and a need for advanced analysis by the marketing department. Big Data Analysis (D) is the best technology, as it handles large, unstructured datasets and uses advanced techniques (e.g., machine learning, predictive analytics) to derive insights, such as user behavior or campaign effectiveness.

\* Master Data Management (MDM) (A): Focuses on managing core business data (e.g., customer records) for consistency, not analyzing large raw datasets.

\* Digital Asset Management (DAM) (B): Manages multimedia assets (e.g., images, videos) for storage and retrieval, not advanced analysis.

\* Online Analytical Processing (OLAP) (C): Supports multidimensional analysis of structured data but is less suited for unstructured, large-scale social media data compared to big data tools.

Big Data Analysis aligns with IT strategy for leveraging large datasets to drive business value, as per modern data management frameworks.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data management technologies, emphasizing big data for advanced analytics. Refer to sections on data analytics or emerging technologies.

### NEW QUESTION # 31

Controls to manage risk have been implemented and evaluated successfully. Risks are now at the level which the organization is willing to accept. What is the name of this risk?

- A. Modified risk
- B. Reduced risk
- **C. Residual risk**
- D. Lowered risk

**Answer: C**

Explanation:

In risk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is called residual risk (C). According to frameworks like ISO/IEC 27001 and COBIT, residual risk represents the level of risk that persists after applying controls, deemed acceptable based on the organization's risk appetite. For example, if a control reduces the likelihood or impact of a threat (e.g., data breach), the remaining exposure is the residual risk, which the organization monitors but does not further mitigate unless necessary.

\* Reduced risk (A): Not a standard term; implies a general decrease but lacks specificity.

\* Lowered risk (B): Similar to reduced risk, not a recognized term in risk management frameworks.

\* Modified risk (D): Implies risk alteration but is not a standard term for post-control risk levels.

Residual risk is a critical concept in risk management, ensuring organizations understand and accept the remaining exposure after mitigation efforts.

Reference: EPI CITM study guide, under Risk Management, likely references ISO/IEC 27001 or COBIT, emphasizing residual risk in risk assessment and treatment processes. Check sections on risk management frameworks or risk evaluation.

### NEW QUESTION # 32

Your organization considers a job rotation program. What is the main objective?

- A. Train staff on a range of activities common in daily operations
- **B. Support the long-term continuity of the organization**
- C. Increase staff job satisfaction
- D. Allow staff a diversity in their daily responsibilities

**Answer: B**

Explanation:

The main objective of a job rotation program in an IT organization is to support the long-term continuity of the organization (A). Job rotation ensures that multiple staff members are trained across various roles and tasks, reducing dependency on specific individuals and mitigating risks associated with staff turnover or absences. This approach enhances organizational resilience by creating a flexible, cross-trained workforce capable of maintaining operations, aligning with IT organization principles for workforce planning and business continuity.

- \* Train staff on a range of activities (B): While training is a benefit, it is a means to achieve continuity, not the primary objective.
- \* Increase staff job satisfaction (C): Job satisfaction may be a secondary benefit, but it's not the main goal in an IT context.
- \* Allow staff a diversity in responsibilities (D): Diversity in tasks is a byproduct, not the primary focus, which is organizational continuity.

According to human resource management frameworks, job rotation is a strategic tool for ensuring operational stability, particularly in IT environments where specialized skills are critical.

Reference: EPI CITM study guide, under IT Organization, likely discusses workforce planning and job rotation for continuity. Check sections on human resource management or organizational resilience.

### NEW QUESTION # 33

During financial year closing, a processing error in a critical financial system occurs. Senior management demands a change to be implemented in order to not further delay the business processes. Which sort of change is applied?

- A. Exceptional
- **B. Emergency**
- C. Standard
- D. Normal

**Answer: B**

Explanation:

In ITIL (Information Technology Infrastructure Library), an emergency change is implemented to address urgent issues that significantly impact business operations, such as a processing error during financial year closing. Emergency changes are fast-tracked to restore service or prevent further disruption, bypassing some standard change management processes while still requiring approval. Normal changes (A) follow the full change management process, standard changes (B) are pre-approved and routine, and exceptional (C) is not a standard ITIL term. Emergency change (D) fits the scenario of urgent action to avoid business delays. Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, specifically emergency changes. Refer to the section on ITIL change management or service operation.

### NEW QUESTION # 34

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