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CITM 711 FINAL EXAMS QUESTIONS AND ANSWERS 2022 VERIFIED SOLUTION

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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.
Topic 3	• 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 4	• 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 5	• 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 6	• 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	• 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	• 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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q48-Q53):

NEW QUESTION # 48
As part of the business continuity plan preparations, management wants a site arrangement to facilitate a desk for the workers. Which site do you recommend?

- A. Warm site
- B. Cold site
- C. Mobile site
- D. Hot site

Answer: D

Explanation:
For abusiness continuity planrequiring a site to facilitate desks for workers, ahot site(A) is recommended. A hot site is a fully equipped, operational facility with real-time data replication, allowing immediate resumption of operations with minimal downtime. According toISO 22301, hot sites are ideal for critical operations requiring desks, IT infrastructure, and immediate availability for workers to continue business processes post- disaster.
* Cold site (B):A basic facility with minimal equipment, requiring significant setup time, unsuitable for immediate worker use.
* Warm site (C):Partially equipped with some infrastructure but not fully operational, requiring setup time.
* Mobile site (D):A temporary, portable solution, less suitable for sustained operations compared to a hot site.
Reference:EPI CITM study guide, under Business Continuity Management, likely discusses recovery site types, emphasizing hot sites for immediate continuity. Check sections on disaster recovery or recovery sites.

NEW QUESTION # 49

Senior management is concerned fraudulent activities may take place during large financial transactions. To reduce the risk of fraud, it expects the proper controls to be in place. Which security principle is in need of the highest attention?

- A. Reliability
- B. Availability
- C. Confidentiality
- D. Integrity

Answer: D

Explanation:
To reduce the risk of fraud in large financial transactions, the security principle ofintegrity(C) requires the highest attention.Integrity, as perISO/IEC 27001's CIA triad (Confidentiality, Integrity, Availability), ensures that data is accurate, complete, and unaltered. Fraud often involves manipulating transaction data, so controls like data validation, checksums, or audit trails are critical to maintain integrity and prevent unauthorized changes.
* Confidentiality (A):Protects data from unauthorized access, less directly related to fraud prevention.
* Availability (B):Ensures system access, not the primary concern for fraud.
* Reliability (D):Not a standard CIA triad principle; may relate to system performance but not fraud.
Reference:EPI CITM study guide, under Information Security Management, likely references the CIA triad, emphasizing integrity for fraud prevention. Check sections on security principles or fraud controls.

NEW QUESTION # 50

Senior management suspects possible threats in the IT organization and demands a high-level assessment which will list risks identified in order of priority for treatment. Which type of analysis should be conducted?

- A. Qualitative analysis
- B. Semi-quantitative analysis
- C. Ad hoc analysis
- D. Quantitative analysis

Answer: A

Explanation:
Ahigh-level assessmentto list risks in order of priority for treatment is best conducted usingqualitative analysis(D). According toISO 31000, qualitative risk analysis assesses risks based on their likelihood and impact using non-numerical methods (e.g., risk matrices, high/medium/low ratings). This approach is suitable for high-level assessments, as it quickly prioritizes risks without requiring detailed quantitative data, aligning with senior management's needs for a prioritized risk list.
* Quantitative analysis (A):Uses numerical data (e.g., cost estimates, probabilities) for detailed analysis, not ideal for high-level overviews.
* Semi-quantitative analysis (B):Combines qualitative and quantitative methods, but is more detailed than needed for a high-level assessment.
* Ad hoc analysis (C):Not a standard risk analysis method; implies informal analysis, unsuitable for structured prioritization.
Reference:EPI CITM study guide, under Risk Management, likely references ISO 31000's qualitative risk analysis for high-level assessments. Check sections on risk assessment or prioritization.

NEW QUESTION # 51

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

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

Answer: A

Explanation:

ACritical Success Factor (CSF)inIT services review, as perITIL'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 # 52

In testing the business continuity plan, senior business managers wish to compare data which is in both the main and alternative site, before participating in a full interruption test. Which type of test do they want to take place?

- A. Structured walk-through test
- B. Simulation test
- C. Parallel test
- D. Checklist test

Answer: C

Explanation:

Aparallel test(A) in business continuity planning involves running systems at both the primary and alternate sites simultaneously to compare data and ensure the alternate site can handle operations effectively. This test verifies data replication and system functionality without interrupting normal operations, aligning with the managers' desire to compare data before a full interruption test.
* Simulation test (B):This involves simulating a disaster scenario to test response procedures without activating the alternate site, so it doesn't focus on data comparison.
* Structured walk-through test (C):This is a tabletop exercise where team members discuss and review the plan without executing systems or comparing data.
* Checklist test (D):This involves reviewing the business continuity plan against a checklist to ensure completeness, not comparing data between sites.
According to toISO 22301orbusiness continuity managementframeworks, a parallel test is used to validate recovery capabilities while maintaining operations at the primary site, making it ideal for the scenario described.
Reference:EPI CITM study guide, under Business Continuity Management, likely covers business continuity testing methodologies, referencing parallel tests in the context of disaster recovery validation. Check sections on business continuity planning or testing strategies.

NEW QUESTION # 53

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