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There is no doubt that in the future information society, knowledge and skills will be a major driver for economic growth and one of the major contributors to the sustainable development of the information industry. And getting the related EXIN EPI Certified Information Technology Manager certification in your field will be the most powerful way for you to show your professional knowledge and skills. However, it is not easy for the majority of candidates to prepare for the exam in order to pass it, if you are one of the candidates who are worrying about the exam now, congratulations, there is a panacea for you--our CITM Study Tool.

EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 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	• 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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q36-Q41):

NEW QUESTION # 36
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 quality of the source code of the system
- B. The capacity of the new system
- C. The functionality of the system
- D. The performance of the system

Answer: A

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 # 37
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. Mobile site
- B. Hot site
- C. Warm site
- D. Cold site

Answer: B

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 # 38
Business is changing fast, resulting in the need to formally appoint a new staff member responsible for guiding the process in a controlled manner. Which role does apply?

- A. Business Relationship Manager
- B. Service Level Manager
- C. Change Manager
- D. Risk Manager

Answer: C

Explanation:
In a fast-changing business environment, aChange Manager(D) is responsible for guiding the change process in a controlled manner. According toITIL, the Change Manager oversees the change management process, ensuring that changes to IT services or infrastructure are assessed, approved, and implemented with minimal disruption to business operations. This role is critical when rapid business changes require structured control to maintain stability and alignment with organizational goals.
* Risk Manager (A):Focuses on identifying and mitigating risks, not directly managing change processes.
* Service Level Manager (B):Ensures service levels meet agreed standards, focusing on service delivery rather than change control.
* Business Relationship Manager (C):Manages relationships with business stakeholders to align IT services with needs, not specifically change processes.
The Change Manager's role, as defined in ITIL's change management framework, is essential for controlling the pace and impact of changes in a dynamic environment.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's change management processes, detailing the Change Manager's responsibilities. Check sections on ITIL change management or service transition.

NEW QUESTION # 39
Little to no budget is available for hiring new staff for the IT service desk. What is the ideal method of sourcing knowing that little time is available?

- A. Internet job board
- B. Word of mouth
- C. Internal IT staff based on a SWOT analysis
- D. Recruitment agency

Answer: A

Explanation:
Given the constraints oflittle to no budgetandlimited time,internet job boardsare the ideal sourcing method. They are cost-effective (often free or low-cost), allow quick posting of job openings, and reach a wide pool of candidates, enabling rapid hiring.
Word of mouth (A) is informal and may not yield qualified candidates quickly. Internal IT staff based on SWOT analysis (B) is not a standard recruitment method and takes time to analyze. Recruitment agencies (D) are expensive and slower due to their processes,

making them unsuitable for low-budget, urgent hiring.
Reference:EPI CITM study guide, under IT Organization, likely discusses recruitment strategies for IT staff, emphasizing cost-effective methods like job boards. Check sections on human resource management or staffing.

NEW QUESTION # 40
In vendor selection, what is the most important reason for a reference check?

- A. To identify customers not mentioned on the reference list
- B. To independently verify and validate a vendor's claim
- C. To obtain financial information for vendor negotiation
- D. To verify products by other customers

Answer: B

Explanation:
The most important reason for a reference checkin vendor selectionis toindependently verify and validate a vendor's claim(A). Reference checks involve contacting the vendor's previous or current clients to confirm claims about performance, reliability, and service quality, ensuring the vendor can meet contractual obligations. This aligns withvendor management best practicesto mitigate risks by validating vendor credibility.
* Verify products by other customers (B):Too narrow; reference checks focus on overall performance, not just products.
* Obtain financial information (C):Financial data is obtained through financial due diligence, not reference checks.
* Identify customers not mentioned (D):Not a primary goal; the focus is on validating provided references.
Reference:EPI CITM study guide, under Vendor Selection/Management, likely covers due diligence processes, emphasizing reference checks for validation. Check sections on vendor evaluation or due diligence.

NEW QUESTION # 41
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