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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	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Application Management:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Information Security Management:</b> 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>Risk Management:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>IT Organization:</b> 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 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>
Topic 7	<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>

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### **EXIN EPI Certified Information Technology Manager Sample Questions (Q42-Q47):**

#### **NEW QUESTION # 42**

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. Cold site
- D. Warm site

**Answer: B**

**Explanation:**

For a business continuity plan requiring a site to facilitate desks for workers, a hot 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 to ISO 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 # 43

Before signing the contract with the proposed vendor, concerns have been raised over future price increases.

The internal business units, however, insist that the agreement with the vendor must take place as a result of the vendor evaluation process. What is the likely action to take?

- **A. Include contractual terms**
- B. Sign the contract
- C. Re-tender the project
- D. Ignore the business units and change vendor

**Answer: A**

Explanation:

Concerns about future price increases can be addressed by including contractual terms (B) in the agreement to limit or regulate price escalations (e.g., fixed pricing, escalation clauses, or review mechanisms). This approach balances the business units' insistence on proceeding with the selected vendor (based on a thorough evaluation) while mitigating financial risks. According to vendor management best practices, contracts should include clear terms to protect against unforeseen cost increases, ensuring alignment with business objectives.

\* Ignore the business units and change vendor (A):Contradicts the evaluation process and business units' decision, risking misalignment.

\* Sign the contract (C):Ignores the price increase concern, potentially exposing the organization to financial risk.

\* Re-tender the project (D):Unnecessary, as the vendor was selected through evaluation; contractual terms can address the concern without restarting the process.

Reference:EPI CITM study guide, under Vendor Selection/Management, likely discusses contract negotiation strategies, emphasizing risk mitigation through contractual terms. Check sections on vendor contracts or procurement.

### NEW QUESTION # 44

In vendor selection, what is the most important reason for a reference check?

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

**Answer: B**

Explanation:

The most important reason for a reference check in vendor selection is to independently 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 with vendor management best practices to 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 # 45

In system (application) development, a use case (user story) is a list of steps defining interactions between a role and a system to achieve a goal. What type of requirement is mentioned here?

- A. Functional requirement
- B. Behavioral requirement
- C. Non-functional requirement
- D. Security requirement

**Answer: A**

Explanation:

A use case or user story describes interactions between a user (role) and the system to achieve a specific goal, defining what the system must do. This corresponds to a functional requirement (A), which specifies the system's features or capabilities (e.g., "the system shall allow users to submit a return request"). According to SDLC and requirements engineering, functional requirements focus on specific functionalities, as captured in use cases.

\* Behavioral requirement (B): Not a standard term; it may refer to system behavior but is less specific than functional requirements.

\* Non-functional requirement (C): Covers performance, scalability, or usability (e.g., response time), not specific user interactions.

\* Security requirement (D): A subset of non-functional requirements focused on security, not general use case interactions.

Reference: EPI CITM study guide, under Application Management, likely discusses requirements engineering in the SDLC, emphasizing functional requirements in use cases. Check sections on system design or requirements analysis.

#### NEW QUESTION # 46

From the list below, which activity is not considered to be an activity in the software development phase?

- A. Documenting
- B. Implementation
- C. Code writing
- D. Testing

**Answer: B**

Explanation:

In the Software Development Life Cycle (SDLC), the development phase typically includes code writing (A), testing (B), and documenting (C) to build and verify the software. Implementation (D) is part of the deployment phase, where the software is installed and made operational in the production environment, not part of development.

Reference: EPI CITM study guide, under Application Management, likely covers SDLC phases, distinguishing development from implementation. Refer to sections on software development or application lifecycle management.

#### NEW QUESTION # 47

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