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EXIN CITM Prüfungsplan:

Thema	Einzelheiten
Thema 1	<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.
Thema 2	<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.
Thema 3	<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.
Thema 4	<ul style="list-style-type: none"> 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.

EXIN EPI Certified Information Technology Manager CITM Prüfungsfragen mit Lösungen (Q17-Q22):

17. Frage

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

Antwort: D

Begründung:

In a fast-changing business environment, a Change Manager(D) is responsible for guiding the change process in a controlled manner. According to ITIL, 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.

18. Frage

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

Antwort: A

Begründung:

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.

19. Frage

To further reduce fraud cases in the transfer of land titles, the government introduces a new system which, in the back-end, makes use of blockchain technology. Key functionality of the system is speed of transmission and privacy. Which type of blockchain is most preferred for this type of application?

- A. Consortium blockchain
- B. Private blockchain
- C. Public blockchain
- D. Community blockchain

Antwort: B

Begründung:

For a government system handling land title transfers, the key requirements are speed of transmission and privacy. A private blockchain is most suitable because it restricts access to authorized participants, ensuring privacy and confidentiality of sensitive data such as land ownership records. Private blockchains are controlled by a single organization or a limited group, allowing faster transaction processing compared to public blockchains, which require consensus from a large, decentralized network. This aligns with the need for quick and secure transactions in a controlled environment.

Public blockchains (B) are open to anyone, which compromises privacy for sensitive government data.

Community blockchain (A) is not a standard term in blockchain technology, and consortium blockchains (D), while involving multiple organizations, are less suitable for a single government entity needing full control.

Reference: EPI CITM study guide likely covers blockchain applications under IT Strategy, emphasizing private blockchains for secure, controlled environments like government systems. Refer to sections on emerging technologies or IT strategy frameworks for detailed blockchain categorizations.

20. Frage

During the system (application) development project, the customer wants to know how software will be maintained to assure that future functional requirements are incorporated. What type of system maintenance is the customer looking for?

- A. Preventive maintenance
- B. Corrective maintenance
- C. Adaptive maintenance
- D. Perfective maintenance

Antwort: D

Begründung:

The customer's focus on incorporating future functional requirements indicates a need for perfective maintenance (B). In application

management, perfective maintenance involves enhancing software to add new features or improve functionality to meet evolving business needs, such as adding new modules or capabilities.

* Preventive maintenance (A): Focuses on preventing issues by optimizing performance or addressing potential problems, not adding new features.

* Corrective maintenance (C): Involves fixing bugs or errors, not incorporating new functionality.

* Adaptive maintenance (D): Adapts software to environmental changes (e.g., new operating systems), not specifically for new functional requirements.

Perfective maintenance aligns with the SDLC's maintenance phase, ensuring the software evolves to support future business requirements.

Reference: EPI CITM study guide, under Application Management, likely covers software maintenance types in the SDLC, emphasizing perfective maintenance for enhancements. Refer to sections on application lifecycle or maintenance strategies.

21. Frage

The introduction of a security awareness program has resulted in a quick decrease in security incidents. Eight months later, security incidents are showing a sudden increase, and the blame is put on a non-functioning security awareness program. What is most likely the cause?

- A. Lack of resources for instructor-led sessions
- B. Insufficient budget
- C. Scope of the program is too narrow, not covering all areas of interest
- **D. Message materials are few and static, and renewal is not taking place**

Antwort: D

Begründung:

Security awareness programs require ongoing engagement to remain effective. If security incidents decrease initially but increase after eight months, the most likely cause is that message materials are few and static, and renewal is not taking place (C). Static content becomes outdated or ignored over time, reducing its impact. Regular updates, new campaigns, and varied delivery methods (e.g., videos, quizzes) are essential to maintain employee awareness and adapt to evolving threats, as per ISO/IEC 27001 or NIST security awareness guidelines.

* Insufficient budget (A): While budget constraints could limit program scope, there's no evidence in the scenario to suggest this is the primary issue.

* Scope too narrow (B): A narrow scope might limit effectiveness initially, but the initial success suggests the scope was adequate; the issue is sustaining engagement.

* Lack of resources for instructor-led sessions (D): Instructor-led sessions are one delivery method, but the core issue is likely outdated content rather than delivery format.

Reference: EPI CITM study guide, under Information Security Management, likely discusses security awareness program maintenance, emphasizing the need for regular content updates. Refer to sections on security awareness or human factors in security.

22. Frage

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