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EXIN CITM Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> • 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	<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.
Topic 3	<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.
Topic 4	<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.
Topic 5	<ul style="list-style-type: none"> • 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 6	<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.
Topic 7	<ul style="list-style-type: none"> • 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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q12-Q17):

NEW QUESTION # 12

One particular incident repeatedly occurs every first day of the working week. As part of problem management, it is decided to gather a group of technical specialists to conduct problem analysis. Which technique is recommended?

- A. Kepner-Tregoe
- B. Fault isolation
- C. Technical observation post
- **D. 5-Whys**

Answer: D

Explanation:

For a recurring incident, problem management in ITIL aims to identify the root cause to prevent future occurrences. The 5-Whys technique (C) is recommended as it involves repeatedly asking "why" to drill down to the root cause of the issue. This simple, effective method is suitable for a group of technical specialists analyzing a recurring problem, such as an incident occurring every Monday, which may stem from a specific process, configuration, or system issue.

* Kepner-Tregoe (A): A structured decision-making and problem-solving method, more complex and less focused on root cause analysis alone.

* Technical observation post (B): Not a standard problem management technique; likely a distractor.

* Fault isolation (D): Focuses on isolating faulty components, more applicable to hardware issues than recurring process-related

incidents.

The 5-Whys technique is widely used in ITIL problem management for its simplicity and effectiveness in collaborative root cause analysis.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management techniques, including 5-Whys. Check sections on problem analysis or root cause analysis.

NEW QUESTION # 13

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:

A high-level assessment to list risks in order of priority for treatment is best conducted using qualitative analysis (A). According to ISO 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 (D): 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 # 14

Whilst creating the IT service catalog, a needs analysis is conducted. One of the items discussed is the data points required for the IT services. What is the objective of these data points?

- A. To measure the performance of IT services delivered
- B. To determine the life expectancy of IT services
- C. To identify the data being used by the customer
- D. To establish the operating hours of the IT services

Answer: A

Explanation:

In ITIL's service catalog management, data points required for IT services are used to measure the performance of IT services delivered (A). These data points (e.g., uptime, response times, incident resolution rates) enable the IT provider to monitor and report on service quality, ensuring alignment with service level agreements (SLAs) and customer expectations. A needs analysis identifies key performance indicators (KPIs) to track service effectiveness.

* Identify data used by the customer (B): Focuses on customer data usage, not service performance.

* Determine life expectancy (C): Relates to service lifecycle planning, not data points.

* Establish operating hours (D): Operating hours are a service attribute, not the primary purpose of data points.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, emphasizing KPIs for performance measurement. Check sections on service catalog or performance metrics.

NEW QUESTION # 15

One of the company's assets is valued at \$200,000.00. Based on historical data, the exposure factor is 25%, and the Annual Loss Expectancy (ALE) is calculated at \$100,000.00. What is the Annualized Rate of Occurrence (ARO)?

- A. 0

- B. 0.4
- C. 1

Answer: A

Explanation:

In risk management, the Annual Loss Expectancy (ALE) is calculated as:

$ALE = \text{Single Loss Expectancy (SLE)} \times \text{Annualized Rate of Occurrence (ARO)}$, where $SLE = \text{Asset Value} \times \text{Exposure Factor (EF)}$.

Given:

* Asset Value = \$200,000

* Exposure Factor (EF) = 25% = 0.25

* ALE = \$100,000

Calculate SLE:

$SLE = \text{Asset Value} \times EF = \$200,000 \times 0.25 = \$50,000$

Calculate ARO:

$ALE = SLE \times ARO$

$\$100,000 = \$50,000 \times ARO$

$ARO = \$100,000 \div \$50,000 = 2$

Thus, the Annualized Rate of Occurrence (ARO) is 2 (C), meaning the incident is expected to occur twice per year.

* 0.4 (A): Incorrect; implies a lower frequency (0.4 times per year).

* 1 (B): Incorrect; would yield an ALE of \$50,000, not \$100,000.

Reference: EPI CITM study guide, under Risk Management, likely covers quantitative risk analysis, including ALE, SLE, and ARO calculations. Check sections on risk assessment or quantitative analysis.

NEW QUESTION # 16

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

Answer: C

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 # 17

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