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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 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.
Topic 2	<ul style="list-style-type: none">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 3	<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 4	<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 5	<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 6	<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 7	<ul style="list-style-type: none"> • Risk Management: 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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q18-Q23):

NEW QUESTION # 18

A selection process for new IT staff has started. The Human Resource department has requested to follow the corporate staff hiring protocol. One mandatory item to be included is additional screening. What is verified by doing this?

- A. Number of years working experience
- B. Educational level
- C. Salary demands
- **D. Criminal record**

Answer: D

Explanation:

In corporate hiring protocols, additional screening typically refers to background checks beyond basic qualifications, such as verifying a candidate's criminal record. This is critical for IT roles, where employees may have access to sensitive systems and data, ensuring trustworthiness and compliance with security policies.

Salary demands (A) are negotiated during the hiring process, not screened. Number of years of experience (B) and educational level (D) are verified through resumes and standard checks, not typically classified as "additional screening," which focuses on security-related checks like criminal records.

Reference: EPI CITM study guide, under IT Organization, likely covers hiring protocols and security considerations, emphasizing background checks for IT staff. Check sections on human resource management or information security management.

NEW QUESTION # 19

For one of the mission-critical applications in a financial institution, data must be made instantly available at two locations. Which replication mode do you recommend?

- A. Instant replication
- **B. Synchronous replication**
- C. Semi-synchronous replication
- D. Asynchronous replication

Answer: B

Explanation:

For a mission-critical application in a financial institution requiring data to be instantly available at two locations, synchronous replication (B) is recommended. Synchronous replication ensures that data is written to both the primary and secondary locations simultaneously, guaranteeing no data loss and immediate availability at both sites. This is critical for financial applications where data integrity and zero recovery point objective (RPO) are essential, as per business continuity and disaster recovery frameworks like ISO 22301.

* Instant replication (A): Not a standard term in replication strategies; likely a distractor.

* Asynchronous replication (C): Data is replicated with a delay, risking data loss in case of failure, unsuitable for instant availability.

* Semi-synchronous replication (D): A compromise where the primary site continues after the secondary acknowledges receipt, but it may not guarantee instant availability.

Synchronous replication ensures real-time data consistency, critical for financial systems.

Reference: EPI CITM study guide, under Business Continuity Management, likely discusses data replication strategies for disaster recovery. Check sections on disaster recovery planning or data availability.

NEW QUESTION # 20

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:

A Critical Success Factor (CSF) in IT services review, as per ITIL'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 # 21

Due to technical and operational constraints, the preferred control to lower the risks identified is to outsource part of IT operations to an external vendor. What type of risk treatment is applied here?

- A. Transferred
- B. Retention
- C. Sharing
- D. Modification

Answer: A

Explanation:

Outsourcing IT operations to an external vendor is a form of risk transfer (C), where the responsibility for managing certain risks (e.g., operational or technical risks) is shifted to the vendor. According to ISO 31000, risk treatment strategies include transferring risk to a third party, often through contracts or outsourcing agreements, where the vendor assumes responsibility for mitigating specific risks.

* Sharing (A): Involves distributing risk among multiple parties, not fully transferring it to one.

* Retention (B): Means accepting the risk without mitigation, not applicable here.

* Modification (D): Refers to changing processes or controls to reduce risk, not outsourcing.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000's risk treatment strategies, including risk transfer. Check sections on risk treatment or outsourcing.

NEW QUESTION # 22

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. Message materials are few and static, and renewal is not taking place
- D. Scope of the program is too narrow, not covering all areas of interest

Answer: C

Explanation:

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.

NEW QUESTION # 23

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