CITM New Questions - New CITM Test Blueprint

CITM 102 TEST BANKS CHAPTERS 1,2,4,5,6,7,8,10,12

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

CHAPTER 1:

1) Data management technology consists of the (1)_____
A) detailed, preprogrammed instructions that control and coordinate the computer hardware components in an information system.
B) hardware and software used to transfer data.
C) software governing the organization of data on physical storage media.
D) physical hardware and media used by an organization for storing data.

2) An example of a business using information systems to attain operational excellence is (2)_____
A) the Mandarin Oriental hotel's customer-preference tracking system.
B) Verizon's Web-based digital dashboard.
C) Apple Inc.'s iPod.
D) Wal-Mart's RetailLink system.

3) The average number of tickets sold daily online is an example of (3)_____
A) input. B) feedback.
C) meaningful information. D) raw data.

4) The costs for firms operating on a global scale have been drastically reduced by (4)_____
A) networking technology.
B) investments in organizational complementary assets.
C) the rise of digital content.
D) the Internet.

5) Mary has just graduated from university with a degree in operations research. Based on her education, Mary would be a good fit with a firm that sees information systems in primarily a _____ (5)_____
A) liberal arts approach B) behavioural approach
C) sociotechnical approach **D) technical approach**

6) The use of information systems because of necessity describes the business objective of (6)_____
A) competitive advantage. B) improved business practices.
C) survival. D) improved flexibility.

7) Apple Computer dominates the online legal music sales industry primarily because of a failure of recording label companies to (7)_____
A) modernize their information value chain. B) invest in complementary assets.
C) invest in technology. **D) adopt a new business model.**

8) Which main business function is responsible for maintaining employee records? (8)_____
A) finance and accounting B) sales and marketing
C) manufacturing and production **D) human resources**

9) The fundamental set of assumptions, values, and ways of doing things that has been accepted by most of a company's members is called its (9)_____
A) environment. B) atmosphere. **C) culture.** D) values.

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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 3	• 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	• 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	• 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.
Topic 6	• 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.

>> CITM New Questions <<

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EXIN EPI Certified Information Technology Manager Sample Questions (Q24-Q29):

NEW QUESTION # 24
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 capacity of the new system
- B. The quality of the source code of the system
- C. The performance of the system
- D. The functionality of the system

Answer: B

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 # 25
The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- A. Are there any new laws, codes, and/or regulations which might impact the current service offerings?
- B. Are there any changes in the IT service provider organization?

- C. Are the service offerings still relevant and appropriate?
- D. Are any of the existing services up for retiring within the foreseeable future?

Answer: B

Explanation:
Reviewing an IT service catalog, as per ITIL service asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:
* Retiring services (A): Assessing whether services are outdated or no longer needed is critical.
* New laws, codes, or regulations (B): Compliance with legal or regulatory changes is essential to avoid penalties.
* Service relevance and appropriateness (D): Ensures services meet current business objectives and user needs.
Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.
Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, detailing review criteria. Check sections on service portfolio or catalog management.

NEW QUESTION # 26
In testing the business continuity plan, senior business managers wish to compare data which is in both the main and alternative site, before participating in a full interruption test. Which type of test do they want to take place?

- A. Parallel test
- B. Simulation test
- C. Checklist test
- D. Structured walk-through test

Answer: A

Explanation:
A parallel test(A) in business continuity planning involves running systems at both the primary and alternate sites simultaneously to compare data and ensure the alternate site can handle operations effectively. This test verifies data replication and system functionality without interrupting normal operations, aligning with the managers' desire to compare data before a full interruption test.
* Simulation test (B): This involves simulating a disaster scenario to test response procedures without activating the alternate site, so it doesn't focus on data comparison.
* Structured walk-through test (C): This is a tabletop exercise where team members discuss and review the plan without executing systems or comparing data.
* Checklist test (D): This involves reviewing the business continuity plan against a checklist to ensure completeness, not comparing data between sites.
According to ISO 22301 or business continuity management frameworks, a parallel test is used to validate recovery capabilities while maintaining operations at the primary site, making it ideal for the scenario described.
Reference: EPI CITM study guide, under Business Continuity Management, likely covers business continuity testing methodologies, referencing parallel tests in the context of disaster recovery validation. Check sections on business continuity planning or testing strategies.

NEW QUESTION # 27
When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

- A. Price, training, and support
- B. Terms and conditions, maintenance, and terms of engagement
- C. Head count, support, and financial stability
- D. Scope, maintenance, and price

Answer: C

Explanation:
To ensure continuity in vendor selection, the key criteria include head count(vendor's staffing capacity to deliver services), support(availability of ongoing technical and operational support), and financial stability (ensuring the vendor remains viable to provide services long-term). These factors directly impact the vendor's ability to maintain service delivery without interruptions, which is critical for business continuity.
* Scope, maintenance, and price (A): Scope and price are important but don't directly ensure continuity; maintenance is a subset of

support.
* Terms and conditions, maintenance, and terms of engagement (B):These are contractual elements, but they don't fully address operational continuity like staffing or financial stability.
* Price, training, and support (C):Training is less critical for continuity compared to staffing capacity or financial health.
According tovendor management frameworks, continuity is ensured by evaluating the vendor's operational capacity and long-term reliability, making head count, support, and financial stability the minimum criteria.
Reference:EPI CITM study guide, under Vendor Selection/Management, likely covers vendor evaluation criteria, emphasizing continuity factors. Check sections on vendor due diligence or service continuity.

NEW QUESTION # 28

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. Public blockchain
- C. Private blockchain
- D. Community blockchain

Answer: C

Explanation:
For a government system handling land title transfers, the key requirements arespeed of transmissionand privacy. Aprivate blockchainis 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.

NEW QUESTION # 29

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