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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
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## EXIN EPI Certified Information Technology Manager Sample Questions (Q16-Q21):

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

**Answer: A**

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

Lately, the support desk is receiving several requests for password resets from individuals who appear to be unknown to the organization. Possible criminal activities are suspected, and the organization wishes to address this issue in their information security awareness program. What is the area that requires awareness?

- A. Social engineering
- B. Instant (mobile) messaging
- C. Internet usage
- D. E-mail usage

**Answer: A**

Explanation:

Requests for password resets from unknown individuals suggest social engineering attacks, such as phishing or impersonation, where attackers manipulate users to gain unauthorized access. An information security awareness program should focus on educating staff about social engineering tactics to recognize and prevent such incidents. E-mail usage (A), instant messaging (B), and internet usage (C) may be vectors for attacks, but the core issue is social engineering, which encompasses tactics used across these channels.

Reference:EPI CITM study guide, under Information Security Management, likely emphasizes social engineering in security awareness training. Refer to sections on security awareness or threat management.

#### NEW QUESTION # 18

A customer survey needs to be designed. What is the most important factor for success?

- A. Use a rating scale only
- B. Make use of leading and loaded questions
- C. Minimum duration to complete
- **D. Relevant questions to meet the objective**

**Answer: D**

Explanation:

The most important factor for a successful customer survey in service management is relevant questions to meet the objective (A). According to ITIL's continual service improvement (CSI), surveys must be designed with questions that align with the survey's goals (e.g., assessing service quality or customer satisfaction) to gather meaningful data for actionable improvements.

\* Use a rating scale only (B): Restricting to rating scales limits question variety and may not capture qualitative insights.

\* Leading and loaded questions (C): These bias responses, reducing survey validity.

\* Minimum duration (D): While brevity is important, relevance of questions is critical for achieving the survey's purpose.

Reference:EPI CITM study guide, under Service Management, likely references ITIL's CSI framework for survey design. Check sections on customer feedback or service improvement.

#### NEW QUESTION # 19

Senior management is concerned fraudulent activities may take place during large financial transactions. To reduce the risk of fraud, it expects the proper controls to be in place. Which security principle is in need of the highest attention?

- A. Confidentiality
- B. Reliability
- C. Availability
- **D. Integrity**

**Answer: D**

Explanation:

To reduce the risk of fraud in large financial transactions, the security principle of integrity (C) requires the highest attention. Integrity, as per ISO/IEC 27001's CIA triad (Confidentiality, Integrity, Availability), ensures that data is accurate, complete, and unaltered. Fraud often involves manipulating transaction data, so controls like data validation, checksums, or audit trails are critical to maintain integrity and prevent unauthorized changes.

\* Confidentiality (A): Protects data from unauthorized access, less directly related to fraud prevention.

\* Availability (B): Ensures system access, not the primary concern for fraud.

\* Reliability (D): Not a standard CIA triad principle; may relate to system performance but not fraud.

Reference:EPI CITM study guide, under Information Security Management, likely references the CIA triad, emphasizing integrity for fraud prevention. Check sections on security principles or fraud controls.

#### NEW QUESTION # 20

Controls to manage risk have been implemented and evaluated successfully. Risks are now at the level which the organization is willing to accept. What is the name of this risk?

- A. Lowered risk
- B. Modified risk
- C. Reduced risk
- **D. Residual risk**

**Answer: D**

Explanation:

In risk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is

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