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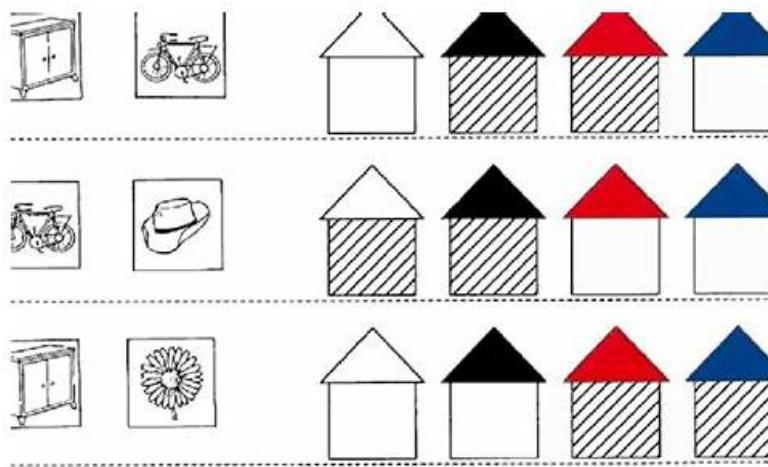
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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q32-Q37):

NEW QUESTION # 32
On behalf of senior management, the Human Resource management department instructs all unit managers to perform appraisal meetings using SMART conditions. Which method is expected to be followed?

- A. Management By Objectives
- B. Performance ranking method
- C. Ranking
- D. Graphic rating scales

Answer: A

Explanation:
SMART(Specific, Measurable, Achievable, Relevant, Time-bound) is a goal-setting framework commonly associated withManagement By Objectives (MBO). MBO involves setting clear, measurable objectives for employees, aligning individual performance with organizational goals. In appraisal meetings, using SMART conditions ensures that performance goals are clearly defined and trackable, which is a hallmark of MBO.
Graphic rating scales (B) involve rating employees on a scale for various traits, not necessarily tied to SMART goals. Ranking (C) and Performance ranking method (D) focus on comparing employees, which doesn't align with SMART's emphasis on individual, objective-based performance evaluation.
Reference:EPI CITM study guide, under IT Organization, likely discusses performance management and appraisal techniques, referencing MBO in the context of SMART goal-setting. Refer to sections on human resource management or organizational performance.

NEW QUESTION # 33
The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- A. Are any of the existing services up for retiring within the foreseeable future?
- B. Are there any new laws, codes, and/or regulations which might impact the current service offerings?
- C. Are the service offerings still relevant and appropriate?
- D. Are there any changes in the IT service provider organization?

Answer: D

Explanation:
Reviewing anIT service catalog, as perITILservice 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 # 34

Activities in a project are discussed in a Work Breakdown Structure (WBS) session during the planning phase. Team members inform the project manager that whilst estimating the duration for activities, a lot of data exist about the effort required for each of them. Which estimation technique is best considered?

- A. Top-down
- B. Three-point
- C. Comparative
- D. Bottom-up

Answer: D

Explanation:
When a lot of data exist about the effort required for project activities, thebottom-upestimation technique (D) is most appropriate. This method involves estimating the effort for each task in theWork Breakdown Structure (WBS)individually, then aggregating them to derive the total project duration or cost. It leverages detailed data for accuracy, as perPMBOK's estimation techniques.
* Top-down (A):Uses high-level estimates based on historical data or expert judgment, less accurate with detailed task data available.
* Three-point (B):Uses optimistic, pessimistic, and most likely estimates for uncertainty, but is less focused on leveraging detailed effort data.
* Comparative (C):Likely refers to analogous estimation, which relies on comparisons to past projects, not detailed task data.
Bottom-up estimation is ideal when detailed effort data is available, ensuring precision in project planning.
Reference:EPI CITM study guide, under Project Management, likely covers PMBOK's estimation techniques, emphasizing bottom-up for detailed data scenarios. Refer to sections on project planning or cost
/duration estimation.

NEW QUESTION # 35

Whilst creating the budget for the project, stakeholders demand that the project manager submits a budget proposal as accurate as possible, supported by a Work/Product Breakdown Structure (WBS/PBS). What is the preferred budget estimation?

- A. Analogous estimate
- B. Rough Order of Magnitude (ROM)
- C. Budget estimate
- D. Bottom-up estimate

Answer: D

Explanation:
For a budget proposal that must beas accurate as possibleand supported by aWork Breakdown Structure (WBS)orProduct Breakdown Structure (PBS), thebottom-up estimate(A) is preferred. This method involves estimating costs for each task or deliverable in the WBS/PBS, then aggregating them to calculate the total budget. According toPMBOK, bottom-up estimation leverages detailed data, ensuring high accuracy, especially when a WBS is available.
* Rough Order of Magnitude (ROM) (B):A high-level estimate with low accuracy (±50%), used early in projects, not suitable for detailed budgeting.
* Analogous estimate (C):Relies on historical data from similar projects, less accurate than bottom-up when detailed WBS data exists.
* Budget estimate (D):A general term, not a specific technique, and less precise than bottom-up.
Reference:EPI CITM study guide, under Project Management, likely references PMBOK's cost estimation techniques, emphasizing bottom-up for accurate budgeting. Refer to sections on project cost management or budgeting.

NEW QUESTION # 36

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. Fault isolation
- B. Kepner-Tregoe
- 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 # 37

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