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## EXIN CITM Exam Syllabus Topics:

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

Topic 4	<ul style="list-style-type: none"> <li>• <b>Business Continuity Management:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Information Security Management:</b> 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>

## EXIN EPI Certified Information Technology Manager Sample Questions (Q42-Q47):

### NEW QUESTION # 42

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. Message materials are few and static, and renewal is not taking place
- B. Lack of resources for instructor-led sessions
- C. Insufficient budget
- D. Scope of the program is too narrow, not covering all areas of interest

**Answer: A**

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 # 43

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. 5-Whys
- C. Technical observation post
- D. Fault isolation

**Answer: B**

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 # 44

The Service Level Agreement (SLA) mentions a section 'estimated system response times'. What is not a key factor for a successful delivery?

- A. The technical specifications of the system
- **B. The price for the IT service**
- C. The skills and knowledge of staff working at the IT service provider organization
- D. The technical specifications of the IT infrastructure

**Answer: B**

Explanation:

An SLA's section on estimated system response times focuses on ensuring the system meets performance expectations. Key factors for successful delivery include:

\* Technical specifications of the system (A): Defines the system's capabilities (e.g., processing power, architecture) critical for response times.

\* Skills and knowledge of staff (C): Ensures the IT team can manage and optimize the system for performance.

\* Technical specifications of the IT infrastructure (D): Includes network, servers, and storage, which directly impact response times.

Price for the IT service (B) is not a direct factor in achieving system response times, as it relates to cost negotiation rather than technical performance. While budget may influence resource allocation, it's not a key factor in delivering the SLA's performance metrics.

Reference: EPI CITM study guide, under Service Management, likely covers ITIL's service level management, emphasizing factors affecting SLA performance metrics like response times. Refer to sections on SLA components or service delivery.

#### NEW QUESTION # 45

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

**Answer: C**

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 # 46

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?

- Answer: D**

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.

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