

# 100% Pass Quiz EXIN - Perfect CITM - Mock EXIN EPI Certified Information Technology Manager Exam



DOWNLOAD the newest Exam-Killer CITM PDF dumps from Cloud Storage for free: <https://drive.google.com/open?id=1gsPULgibo3Z9CrvynT7TYFhSWElt-0AN>

Every user has rated study material positively and passed the CITM Exam. Exam-Killer gives a guarantee to the customers that if they fail to pass the EXIN EPI Certified Information Technology Manager (CITM) certification on the very first try despite all their efforts they can claim their money back according to terms and conditions. A team of experts is working day and night in order to make the product successful day by day and provide the customers with the best experience.

## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<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 4	<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>
---------	---

>> Mock CITM Exam <<

## 100% Pass 2026 Authoritative EXIN Mock CITM Exam

One of the advantages of taking the Exam-Killer EXIN EPI Certified Information Technology Manager (CITM) practice exam (desktop and web-based) is that it helps applicants to focus on their weak areas. It also helps applicants to track their progress and make improvements. EXIN CITM Practice Exams are particularly helpful in identifying areas where one needs more practice.

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

#### NEW QUESTION # 24

As part of feedback collection techniques, it is suggested to include anonymous feedback. What would be the most likely reason for this?

- A. Avoidance of non-compliance to regulations
- B. Promotion of honest feedback while avoiding fear for backfiring on the participant
- C. Easier processing of data collected
- D. Reduced time spent for feedback participant

**Answer: B**

Explanation:

The primary reason for including anonymous feedback in feedback collection is to promote honest feedback while avoiding fear for backfiring on the participant (B). Anonymity encourages participants to provide candid, truthful responses without worrying about repercussions, such as criticism or retaliation, which is critical in service management for gathering accurate insights into service quality or issues. According to ITIL's continual service improvement (CSI), honest feedback is essential for identifying areas for improvement.

\* Avoidance of non-compliance (A): Anonymity is unrelated to regulatory compliance in this context.

\* Easier processing of data (C): Anonymity may complicate data processing by removing identifiers, not simplifying it.

\* Reduced time (D): Anonymity doesn't inherently reduce the time required for feedback.

Reference: EPI CITM study guide, under Service Management, likely discusses feedback collection in ITIL's CSI framework, emphasizing anonymity for honest input. Check sections on customer feedback or service improvement.

#### NEW QUESTION # 25

Whilst creating the IT service catalog, a needs analysis is conducted. One of the items discussed is the data points required for the IT services. What is the objective of these data points?

- A. To determine the life expectancy of IT services
- B. To establish the operating hours of the IT services
- C. To measure the performance of IT services delivered
- D. To identify the data being used by the customer

**Answer: C**

Explanation:

In ITIL's service catalog management, data points required for IT services are used to measure the performance of IT services delivered (A). These data points (e.g., uptime, response times, incident resolution rates) enable the IT provider to monitor and report on service quality, ensuring alignment with service level agreements (SLAs) and customer expectations. A needs analysis identifies key performance indicators (KPIs) to track service effectiveness.

\* Identify data used by the customer (B): Focuses on customer data usage, not service performance.

\* Determine life expectancy (C):Relates to service lifecycle planning, not data points.

\* Establish operating hours (D):Operating hours are a service attribute, not the primary purpose of data points.

Reference:EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, emphasizing KPIs for performance measurement. Check sections on service catalog or performance metrics.

### NEW QUESTION # 26

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. Comparative
- C. Three-point
- **D. Bottom-up**

**Answer: D**

Explanation:

When a lot of data exist about the effort required for project activities, the bottom-up estimation technique (D) is most appropriate.

This method involves estimating the effort for each task in the Work Breakdown Structure (WBS) individually, then aggregating them to derive the total project duration or cost. It leverages detailed data for accuracy, as per PMBOK'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 # 27

Users (customers) are complaining about the quality of how problems are being solved. What is the most likely cause?

- **A. Poor registration of problems**
- B. Wrong allocation of problems
- C. Lack of budget to manage problems
- D. Errors in priority

**Answer: A**

Explanation:

In ITIL's problem management process, poor registration of problems (A) is the most likely cause of low-quality problem resolution. Effective problem management requires accurate logging of incidents and problems, including detailed descriptions, to enable proper root cause analysis and resolution. If problems are poorly registered (e.g., incomplete or inaccurate data), it hinders diagnosis and resolution, leading to customer dissatisfaction.

\* Wrong allocation of problems (B):Incorrect assignment to teams can delay resolution but is less fundamental than poor registration, which affects the entire process.

\* Errors in priority (C):Incorrect prioritization may delay urgent issues, but poor registration impacts resolution quality more directly.

\* Lack of budget (D):May limit resources, but the scenario points to process quality, not resource constraints.

Reference:EPI CITM study guide, under Service Management, likely references ITIL's problem management, emphasizing accurate problem logging. Check sections on ITIL problem management or service operation.

### NEW QUESTION # 28

The organization's online retail system popularity has resulted in global demand. To provide customers with a 24x7 option for support in regard to returning products, a virtual assistant is designed providing simple instructions based on pre-defined questions which are commonly asked by customers. Which type of Machine Learning (ML) is applied?



myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt,  
myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, langfang960668.com, isd-data.net,  
myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt,  
myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt,  
myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt,  
myportal.utt.edu.tt, myportal.utt.edu.tt, www.stes.tyc.edu.tw, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt,  
myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt,  
myportal.utt.edu.tt, Disposable vapes

DOWNLOAD the newest Exam-Killer CITM PDF dumps from Cloud Storage for free: <https://drive.google.com/open?id=1gsPULgbo3Z9Cryvnt7TYFhSWEu-0AN>