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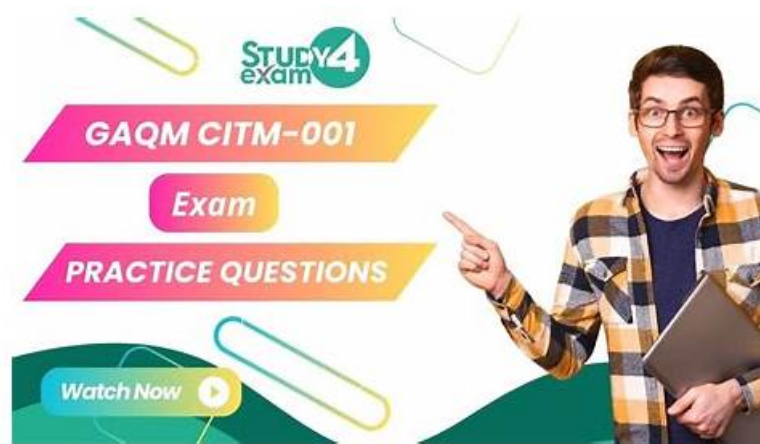

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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 5	• 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 6	• 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.
Topic 7	• 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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q23-Q28):

NEW QUESTION # 23
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. Residual risk
- B. Lowered risk
- C. Reduced risk
- D. Modified risk

Answer: A

Explanation:
Inrisk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is calledresidual risk(C). According to frameworks likeISO/IEC 27001andCOBIT, residual risk represents the level of risk that persists after applying controls, deemed acceptable based on the organization's risk appetite. For example, if a control reduces the likelihood or impact of a threat (e.g., data breach), the remaining exposure is the residual risk, which the organization monitors but does not further mitigate unless necessary.
* Reduced risk (A):Not a standard term; implies a general decrease but lacks specificity.
* Lowered risk (B):Similar to reduced risk, not a recognized term in risk management frameworks.
* Modified risk (D):Implies risk alteration but is not a standard term for post-control risk levels.
Residual risk is a critical concept in risk management, ensuring organizations understand and accept the remaining exposure after mitigation efforts.
Reference:EPI CITM study guide, under Risk Management, likely references ISO/IEC 27001 or COBIT, emphasizing residual risk in risk assessment and treatment processes. Check sections on risk management frameworks or risk evaluation.

NEW QUESTION # 24
The new system (application) is ready for adoption (implementation). The customer is concerned that an instant change-over from the current system to the new system will create a large impact on the user base.
You are requested to propose an approach for adoption. Which of the items listed below is recommended?

- A. Parallel
- B. Coordinated
- C. Big bang
- D. Phased

Answer: A

Explanation:
When implementing a new system, the customer's concern about a large impact on the user base suggests the need for a low-risk, controlled adoption strategy. Inapplication management, theparalleladoption approach (B) involves running both the old and new systems simultaneously for a period, allowing users to transition gradually while ensuring the new system functions correctly. This minimizes disruption, as the old system remains operational as a fallback if issues arise with the new system.
* Big bang (A):This approach involves switching entirely to the new system at once, which is high-risk and likely to cause significant disruption, especially for a concerned user base. It's unsuitable here due to the potential for widespread impact.
* Coordinated (C):This is not a standard term in application deployment strategies. It may imply a managed transition but lacks the specificity of parallel or phased approaches.
* Phased (D):This involves rolling out the new system incrementally (e.g., by department or module), which reduces risk but doesn't provide the same level of safety as parallel, where both systems run concurrently to ensure continuity.
Theparallelapproach is ideal for mitigating risks during a critical system transition, as it allows validation of the new system's performance while maintaining business continuity. According toITILorSDLCframeworks, parallel adoption is often recommended for mission-critical systems to ensure stability and user acceptance.
Reference:EPI CITM study guide, under Application Management, likely discusses system implementation strategies within the Software Development Life Cycle (SDLC) or ITIL's service asset and configuration management. Refer to sections on application deployment, transition planning, or change management for details on parallel adoption.

NEW QUESTION # 25
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. Technical observation post
- B. 5-Whys
- C. Fault isolation
- D. Kepner-Tregoe

Answer: B

Explanation:
For a recurring incident,problem managementinITILaims to identify the root cause to prevent future occurrences. The5-Whystechnique (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 # 26
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. Instant (mobile) messaging
- B. Social engineering
- C. Internet usage

- D. E-mail usage

Answer: B

Explanation:
Requests for password resets from unknown individuals suggestsocial engineeringattacks, 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 # 27

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

Answer: A

Explanation:
Outsourcing IT operations to an external vendor is a form ofrisk transfer(C), where the responsibility for managing certain risks (e.g., operational or technical risks) is shifted to the vendor. According toISO 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 # 28

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