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## Exam CITM Guide Materials, Exam CITM PDF

These EXIN EPI Certified Information Technology Manager (CITM) exam questions are a one-time investment to clear the CITM test in a short time. These CITM exam questions eliminate the need for candidates to study extra or irrelevant content, allowing them to complete their EXIN test preparation quickly. By avoiding unnecessary information, you can save time and crack the EXIN EPI Certified Information Technology Manager (CITM) certification exam in one go. Check out the features of the three formats.

## EXIN EPI Certified Information Technology Manager Sample Questions (Q35-Q40):

### NEW QUESTION # 35

In project management, what is the objective of a 'lessons learned' report?

- A. To inform the project owner with the overall achievement of the project's objectives
- B. To establish accountability for the mistakes being made in the project
- C. To identify all risks that occurred during the project
- D. Bringing forward positive and negative elements with the intent to benefit future projects

**Answer: D**

Explanation:

Lessons learned reporting in project management is designed to document both positive and negative experiences from a project to improve future projects. According to the Project Management Institute (PMI) and frameworks like PMBOK, the purpose is to capture insights, successes, challenges, and recommendations to enhance processes, avoid repeating mistakes, and replicate successes in future initiatives.

Option A focuses only on reporting achievements, which is too narrow. Option B emphasizes accountability for mistakes, which is not the primary goal, as the report aims to improve rather than blame. Option C is incorrect because identifying risks is part of risk management, not the primary focus of lessons learned.

Option D correctly captures the intent to benefit future projects by analyzing both positive and negative aspects.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK or similar frameworks, specifically the "Close Project or Phase" process, where lessons learned are documented. Check the section on project closure or knowledge management.

### NEW QUESTION # 36

What is the correct sequence of activities for a risk assessment?

- A. Monitor and review - establish context - identify - evaluate - treatment
- B. Identify - analyse - evaluate - treatment - monitor and review
- C. Communication - establish context - analyse - treatment - monitor and review
- D. Establish context - identify - analyse - evaluate - treatment

**Answer: D**

Explanation:

The correct sequence for risk assessment, as per ISO 31000 and ISO/IEC 27001, is: Establish context - identify - analyse - evaluate - treatment (C).

\* Establish context: Define the scope, objectives, and criteria for the risk assessment (e.g., organizational goals, assets, and risk appetite).

\* Identify: Identify potential risks (e.g., threats and vulnerabilities) that could impact objectives.

\* Analyse: Assess the likelihood and impact of identified risks to determine their severity.

\* Evaluate: Compare risks against risk criteria to prioritize them for treatment.

\* Treatment: Implement controls or strategies to mitigate, avoid, transfer, or accept risks.

\* Option A: Incorrect, as "monitor and review" is a post-treatment step, not the starting point.

\* Option B: Incorrect, as "communication" is not a distinct step in risk assessment; it's embedded throughout.

\* Option D: Incorrect, as it skips "establish context," which is essential for defining the assessment's scope.

This sequence ensures a structured, systematic approach to risk assessment, aligning with organizational objectives.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000 or ISO/IEC 27001 for risk assessment processes. Check sections on risk assessment methodologies or risk management lifecycle.

### NEW QUESTION # 37

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

**Answer: D**

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. In application management, the parallel adoption 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.

The parallel approach 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 to ITIL or SDLC frameworks, 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 # 38

Before signing the contract with the proposed vendor, concerns have been raised over future price increases.

The internal business units, however, insist that the agreement with the vendor must take place as a result of the vendor evaluation process. What is the likely action to take?

- **A. Include contractual terms**
- B. Sign the contract
- C. Re-tender the project
- D. Ignore the business units and change vendor

**Answer: A**

Explanation:

Concerns about future price increases can be addressed by including contractual terms (B) in the agreement to limit or regulate price escalations (e.g., fixed pricing, escalation clauses, or review mechanisms). This approach balances the business units' insistence on proceeding with the selected vendor (based on a thorough evaluation) while mitigating financial risks. According to vendor management best practices, contracts should include clear terms to protect against unforeseen cost increases, ensuring alignment with business objectives.

\* Ignore the business units and change vendor (A): Contradicts the evaluation process and business units' decision, risking misalignment.

\* Sign the contract (C): Ignores the price increase concern, potentially exposing the organization to financial risk.

\* Re-tender the project (D): Unnecessary, as the vendor was selected through evaluation; contractual terms can address the concern without restarting the process.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely discusses contract negotiation strategies, emphasizing risk mitigation through contractual terms. Check sections on vendor contracts or procurement.

### NEW QUESTION # 39

A technical team investigating possible controls concludes that the most preferred control cannot be implemented as a result of too many constraints and decides to propose the second-best control. How is this control being referred to?

- A. Corrective control
- **B. Compensating control**
- C. Deterrent
- D. Detective control

**Answer: B**

Explanation:

A compensating control is an alternative control implemented when the preferred control cannot be applied due to constraints (e.g., technical, financial, or operational). According to frameworks like COBIT or ISO/IEC

27001, compensating controls provide equivalent or partial risk mitigation when the primary control is infeasible.

Deterrent controls (A) discourage violations, detective controls (C) identify incidents, and corrective controls (D) address issues

Reference: EPI CITM study guide, under Information Security Management, likely discusses control types, referencing compensating controls in risk management frameworks. Refer to sections on security controls or risk mitigation.

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