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EXIN CITM Exam Syllabus Topics:

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

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|---------|--|
| Topic 4 | <ul style="list-style-type: none"> • 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 5 | <ul style="list-style-type: none"> • 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. |

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EXIN EPI Certified Information Technology Manager Sample Questions (Q45-Q50):

NEW QUESTION # 45

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

Answer: C

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 # 46

What is the Critical Success Factor (CSF) in IT services review?

- A. Inform customers on improvements made
- B. Suitable location for the IT service review meeting to take place
- **C. Evaluate deliverables before meeting the customer for an IT service review**
- D. Explain shortcomings and bottlenecks during IT services review meeting with the customer

Answer: C

Explanation:

A Critical Success Factor (CSF) in IT services review, as per ITIL's service management framework, is to evaluate deliverables before meeting the customer for an IT service review (A). This ensures that the IT service provider has thoroughly assessed service performance, identified issues, and prepared actionable insights or recommendations to discuss with the customer. Pre-evaluating deliverables enables a productive review meeting, ensuring alignment with customer expectations and service level agreements (SLAs).

* Suitable location (B): Logistical factors like location are not critical to the success of the review process.

* Explain shortcomings and bottlenecks (C): While transparency is important, focusing only on issues without prior evaluation may undermine the review's effectiveness.

* Inform customers on improvements (D): Informing about improvements is part of the review but not the CSF; evaluation of deliverables is the foundation for meaningful discussions.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service review processes, emphasizing preparation and evaluation. Check sections on service level management or service review.

NEW QUESTION # 47

During the system (application) development project, the customer wants to know how software will be maintained to assure that future functional requirements are incorporated. What type of system maintenance is the customer looking for?

- A. Corrective maintenance
- **B. Perfective maintenance**
- C. Adaptive maintenance
- D. Preventive maintenance

Answer: B

Explanation:

The customer's focus on incorporating future functional requirements indicates a need for perfective maintenance (B). In application management, perfective maintenance involves enhancing software to add new features or improve functionality to meet evolving business needs, such as adding new modules or capabilities.

* Preventive maintenance (A): Focuses on preventing issues by optimizing performance or addressing potential problems, not adding new features.

* Corrective maintenance (C): Involves fixing bugs or errors, not incorporating new functionality.

* Adaptive maintenance (D): Adapts software to environmental changes (e.g., new operating systems), not specifically for new functional requirements.

Perfective maintenance aligns with the SDLC's maintenance phase, ensuring the software evolves to support future business requirements.

Reference: EPI CITM study guide, under Application Management, likely covers software maintenance types in the SDLC, emphasizing perfective maintenance for enhancements. Refer to sections on application lifecycle or maintenance strategies.

NEW QUESTION # 48

When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

- A. Terms and conditions, maintenance, and terms of engagement
- B. Price, training, and support
- C. Scope, maintenance, and price
- **D. Head count, support, and financial stability**

Answer: D

Explanation:

To ensure continuity in vendor selection, the key criteria include head count (vendor's staffing capacity to deliver services), support (availability of ongoing technical and operational support), and financial stability (ensuring the vendor remains viable to provide services long-term). These factors directly impact the vendor's ability to maintain service delivery without interruptions, which is critical for business continuity.

* Scope, maintenance, and price (A): Scope and price are important but don't directly ensure continuity; maintenance is a subset of support.

* Terms and conditions, maintenance, and terms of engagement (B): These are contractual elements, but they don't fully address

operational continuity like staffing or financial stability.

* Price, training, and support (C): Training is less critical for continuity compared to staffing capacity or financial health.

According to vendor management frameworks, continuity is ensured by evaluating the vendor's operational capacity and long-term reliability, making head count, support, and financial stability the minimum criteria.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers vendor evaluation criteria, emphasizing continuity factors. Check sections on vendor due diligence or service continuity.

NEW QUESTION # 49

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

Answer: C

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 # 50

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