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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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	• 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 4	• 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 5	• 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.

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

NEW QUESTION # 42
In project management, what is the objective of a 'lessons learned' report?

- A. To establish accountability for the mistakes being made in the project
- B. To inform the project owner with the overall achievement of the project's objectives
- 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:
Alessons learned reportin project management is designed to document both positive and negative experiences from a project to improve future projects. According to theProject 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 thanblame. 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 # 43
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. Ignore the business units and change vendor
- C. Re-tender the project
- D. Sign the contract

Answer: A

Explanation:
Concerns about future price increases can be addressed byincluding 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 tovendor 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 # 44
When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

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

Answer: B

Explanation:
To ensurecontinuityin vendor selection, the key criteria includehead count(vendor's staffing capacity to deliver services),support(availability of ongoing technical and operational support), andfinancial 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 tovendor 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 # 45
Senior management suspects possible threats in the IT organization and demands a high-level assessment which will list risks identified in order of priority for treatment. Which type of analysis should be conducted?

- A. Semi-quantitative analysis
- B. Quantitative analysis
- C. Ad hoc analysis
- D. Qualitative analysis

Answer: D

Explanation:
Ahigh-level assessmentto list risks in order of priority for treatment is best conducted usingqualitative analysis(D). According toISO 31000, qualitative risk analysis assesses risks based on their likelihood and impact using non-numerical methods (e.g., risk matrices, high/medium/low ratings). This approach is suitable for high-level assessments, as it quickly prioritizes risks without requiring detailed quantitative data, aligning with senior management's needs for a prioritized risk list.
* Quantitative analysis (A):Uses numerical data (e.g., cost estimates, probabilities) for detailed analysis, not ideal for high-level overviews.
* Semi-quantitative analysis (B):Combines qualitative and quantitative methods, but is more detailed than needed for a high-level assessment.
* Ad hoc analysis (C):Not a standard risk analysis method; implies informal analysis, unsuitable for structured prioritization.
Reference:EPI CITM study guide, under Risk Management, likely references ISO 31000's qualitative risk analysis for high-level assessments. Check sections on risk assessment or prioritization.

NEW QUESTION # 46
For one of the mission-critical applications in a financial institution, data must be made instantly available at two locations. Which replication mode do you recommend?

- A. Asynchronous replication
- B. Semi-synchronous replication
- C. Synchronous replication
- D. Instant replication

Answer: C

Explanation:
For amission-critical applicationin a financial institution requiring data to beinstantly available at two locations,synchronous replication(B) is recommended. Synchronous replication ensures that data is written to both the primary and secondary locations simultaneously, guaranteeing no data loss and immediate availability at both sites. This is critical for financial applications where data integrity and zero recovery point objective (RPO) are essential, as perbusiness continuityanddisaster recoveryframeworks likeISO 22301.
* Instant replication (A):Not a standard term in replication strategies; likely a distractor.
* Asynchronous replication (C):Data is replicated with a delay, risking data loss in case of failure, unsuitable for instant availability.
* Semi-synchronous replication (D):A compromise where the primary site continues after the secondary acknowledges receipt, but it may not guarantee instant availability.
Synchronous replication ensures real-time data consistency, critical for financial systems.
Reference:EPI CITM study guide, under Business Continuity Management, likely discusses data replication strategies for disaster recovery. Check sections on disaster recovery planning or data availability.

NEW QUESTION # 47
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