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The modern EXIN world is changing its dynamics at a fast pace. To stay and compete in this challenging market, you have to learn and enhance your in-demand skills. Fortunately, with the EXIN EPI Certified Information Technology Manager (CITM) certification exam you can do this job nicely and quickly. To do this you just need to enroll in the EXIN EPI Certified Information Technology Manager (CITM) certification exam and put all your efforts to pass the EXIN EPI Certified Information Technology Manager (CITM) certification exam.

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	• 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 3	• 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 4	• 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.
Topic 5	• 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 6	• 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 (Q40-Q45):

NEW QUESTION # 40
The introduction of a security awareness program has resulted in a quick decrease in security incidents. Eight months later, security incidents are showing a sudden increase, and the blame is put on a non-functioning security awareness program. What is most likely the cause?

- A. Lack of resources for instructor-led sessions
- B. Message materials are few and static, and renewal is not taking place
- C. Insufficient budget
- D. Scope of the program is too narrow, not covering all areas of interest

Answer: B

Explanation:
Security awareness programs require ongoing engagement to remain effective. If security incidents decrease initially but increase after eight months, the most likely cause is that message materials are few and static, and renewal is not taking place(C). Static content becomes outdated or ignored over time, reducing its impact. Regular updates, new campaigns, and varied delivery methods (e.g., videos, quizzes) are essential to maintain employee awareness and adapt to evolving threats, as perISO/IEC 27001orNISTsecurity awareness guidelines.
* Insufficient budget (A):While budget constraints could limit program scope, there's no evidence in the scenario to suggest this is the primary issue.
* Scope too narrow (B):A narrow scope might limit effectiveness initially, but the initial success suggests the scope was adequate; the issue is sustaining engagement.
* Lack of resources for instructor-led sessions (D):Instructor-led sessions are one delivery method, but the core issue is likely outdated content rather than delivery format.
Reference:EPI CITM study guide, under Information Security Management, likely discusses security awareness program maintenance, emphasizing the need for regular content updates. Refer to sections on security awareness or human factors in security.

NEW QUESTION # 41

During Post Implementation Review (PIR) of changes, it is lately concluded that an unusual high number of changes failed to meet their objectives. What is the most likely cause of this?

- A. Change Advisory Board (CAB) meetings are not taking place
- B. Insufficient budget allocation
- C. Lack of effort in assessing and evaluating change requests
- D. Insufficient resources for change implementation

Answer: C

Explanation:

A high failure rate of changes during Post Implementation Review (PIR) in ITIL's change management process suggests a deficiency in the assessment and evaluation of change requests (A). Proper assessment involves analyzing risks, impacts, and feasibility before approving changes. If this step is inadequate (e.g., overlooking conflicts or underestimating impacts), changes are more likely to fail, as they may not align with objectives or be poorly planned.
* Insufficient resources (B):May cause delays but is less directly tied to failed objectives compared to poor assessment.
* CAB meetings not taking place (C):The CAB reviews changes, but the scenario doesn't indicate meetings are absent; poor assessment can occur even with CAB involvement.
* Insufficient budget (D):May limit implementation but is less likely the primary cause of failed objectives.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's change management process, emphasizing the importance of change assessment. Check sections on change management or PIR.

NEW QUESTION # 42

A new system (application) is developed for the marketing department. Stakeholders have demanded an independent white box test to take place. What are the stakeholders' biggest concern?

- A. The performance of the system
- B. The functionality of the system
- C. The capacity of the new system
- D. The quality of the source code of the system

Answer: D

Explanation:

A white box test involves testing the internal structure and code of an application, requiring access to its source code. The stakeholders' demand for an independent white box test indicates their primary concern is the quality of the source code (C). This type of testing, conducted by an independent party, ensures the code is well-structured, secure, and free of defects that could lead to vulnerabilities or inefficiencies.
* Capacity (A):Refers to the system's ability to handle load, typically tested via performance or stress testing, not white box testing.
* Performance (B):Focuses on speed and responsiveness, evaluated through performance testing, not white box testing.
* Functionality (D):Is tested via black box testing, which focuses on inputs and outputs without examining the code.
White box testing is a technical process often aligned with SDLC quality assurance practices, ensuring code reliability and maintainability, which is critical for stakeholders concerned about long-term system integrity.
Reference:EPI CITM study guide, under Application Management, likely covers testing methodologies in the SDLC, emphasizing white box testing for code quality. Check sections on application testing or quality assurance.

NEW QUESTION # 43

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

Answer: B

Explanation:

Acompensating controlis an alternative control implemented when the preferred control cannot be applied due to constraints (e.g., technical, financial, or operational). According to frameworks likeCOBITorISO/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 after they occur. Only compensating control (B) fits the scenario of a second-best alternative due to constraints.
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.

NEW QUESTION # 44

A customer survey needs to be designed. What is the most important factor for success?

- A. Relevant questions to meet the objective
- B. Make use of leading and loaded questions
- C. Use a rating scale only
- D. Minimum duration to complete

Answer: A

Explanation:
The most important factor for a successfulcustomer surveyinservice managementisrelevant questions to meet the objective(A).
According toITIL's continual service improvement (CSI), surveys must be designed with questions that align with the survey's goals (e.g., assessing service quality or customer satisfaction) to gather meaningful data for actionable improvements.
* Use a rating scale only (B):Restricting to rating scales limits question variety and may not capture qualitative insights.
* Leading and loaded questions (C):These bias responses, reducing survey validity.
* Minimum duration (D):While brevity is important, relevance of questions is critical for achieving the survey's purpose.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's CSI framework for survey design. Check sections on customer feedback or service improvement.

NEW QUESTION # 45

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