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## EXIN CITM Exam Syllabus Topics:

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

|         |  |
|---------|--|
| Topic 4 | <ul style="list-style-type: none"> <li>• <b>Service Management:</b> 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.</li> </ul>  |
| Topic 5 | <ul style="list-style-type: none"> <li>• <b>IT Organization:</b> 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.</li> </ul>   |
| Topic 6 | <ul style="list-style-type: none"> <li>• <b>Project Management:</b> 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.</li> </ul>   |
| Topic 7 | <ul style="list-style-type: none"> <li>• <b>IT Strategy:</b> 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.</li> </ul> |

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## EXIN EPI Certified Information Technology Manager Sample Questions (Q17-Q22):

### NEW QUESTION # 17

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

- **A. Recovery Point Objective (RPO)**
- B. Maximum Time Allowed (MTA)
- C. Maximum Allowable Outage (MAO)
- D. Recovery Time Objective (RTO)

**Answer: A**

Explanation:

The Recovery Point Objective (RPO) (D) in business continuity planning defines the maximum age of data (i.e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be lost. According to ISO 22301, RPO is critical for determining backup and replication strategies.

\* Maximum Time Allowed (MTA) (A): Not a standard term in business continuity.

\* Recovery Time Objective (RTO) (B): Defines the maximum downtime before recovery, not data loss.

\* Maximum Allowable Outage (MAO) (C): Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers RPO and RTO in disaster recovery planning. Check sections on business continuity metrics or recovery strategies.

### NEW QUESTION # 18

From the list below, which activity is not considered to be an activity in the software development phase?

- A. Code writing
- B. Documenting
- C. Testing
- **D. Implementation**

**Answer: D**

Explanation:

In the Software Development Life Cycle (SDLC), the development phase typically includes code writing (A), testing (B), and documenting (C) to build and verify the software. Implementation (D) is part of the deployment phase, where the software is installed and made operational in the production environment, not part of development.

Reference: EPI CITM study guide, under Application Management, likely covers SDLC phases, distinguishing development from implementation. Refer to sections on software development or application lifecycle management.

### NEW QUESTION # 19

Users (customers) are complaining about the quality of how problems are being solved. What is the most likely cause?

- A. Wrong allocation of problems
- B. Lack of budget to manage problems
- **C. Poor registration of problems**
- D. Errors in priority

**Answer: C**

Explanation:

In ITIL's problem management process, poor registration of problems (A) is the most likely cause of low-quality problem resolution. Effective problem management requires accurate logging of incidents and problems, including detailed descriptions, to enable proper root cause analysis and resolution. If problems are poorly registered (e.g., incomplete or inaccurate data), it hinders diagnosis and resolution, leading to customer dissatisfaction.

\* Wrong allocation of problems (B): Incorrect assignment to teams can delay resolution but is less fundamental than poor registration, which affects the entire process.

\* Errors in priority (C): Incorrect prioritization may delay urgent issues, but poor registration impacts resolution quality more directly.

\* Lack of budget (D): May limit resources, but the scenario points to process quality, not resource constraints.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management, emphasizing accurate problem logging. Check sections on ITIL problem management or service operation.

### NEW QUESTION # 20

Whilst creating the budget for the project, stakeholders demand that the project manager submits a budget proposal as accurate as possible, supported by a Work/Product Breakdown Structure (WBS/PBS). What is the preferred budget estimation?

- A. Rough Order of Magnitude (ROM)
- B. Analogous estimate
- C. Budget estimate
- **D. Bottom-up estimate**

**Answer: D**

Explanation:

For a budget proposal that must be as accurate as possible and supported by a Work Breakdown Structure (WBS) or Product Breakdown Structure (PBS), the bottom-up estimate (A) is preferred. This method involves estimating costs for each task or deliverable in the WBS/PBS, then aggregating them to calculate the total budget. According to PMBOK, bottom-up estimation leverages detailed data, ensuring high accuracy, especially when a WBS is available.

\* Rough Order of Magnitude (ROM) (B): A high-level estimate with low accuracy ( $\pm 50\%$ ), used early in projects, not suitable for detailed budgeting.

\* Analogous estimate (C): Relies on historical data from similar projects, less accurate than bottom-up when detailed WBS data exists.

\* Budget estimate (D): A general term, not a specific technique, and less precise than bottom-up.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK's cost estimation techniques, emphasizing bottom-up for accurate budgeting. Refer to sections on project cost management or budgeting.

### NEW QUESTION # 21

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

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

**Answer: B**

Explanation:

A lessons learned report 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 # 22

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