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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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.

Topic 2	<ul style="list-style-type: none"> 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	<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 4	<ul style="list-style-type: none"> 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	<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 6	<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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q13-Q18):

NEW QUESTION # 13

One of the company's assets is valued at \$200,000.00. Based on historical data, the exposure factor is 25%, and the Annual Loss Expectancy (ALE) is calculated at \$100,000.00. What is the Annualized Rate of Occurrence (ARO)?

- A. 0
- **B. 1**
- C. 0.4

Answer: B

Explanation:

In risk management, the Annual Loss Expectancy (ALE) is calculated as:

$ALE = \text{Single Loss Expectancy (SLE)} \times \text{Annualized Rate of Occurrence (ARO)}$, where $SLE = \text{Asset Value} \times \text{Exposure Factor (EF)}$.

Given:

* Asset Value = \$200,000

* Exposure Factor (EF) = 25% = 0.25

* ALE = \$100,000

Calculate SLE:

$$\text{SLE} = \text{Asset Value} \times \text{EF} = \$200,000 \times 0.25 = \$50,000$$

Calculate ARO:

$$\text{ALE} = \text{SLE} \times \text{ARO}$$

$$\$100,000 = \$50,000 \times \text{ARO}$$

$$\text{ARO} = \$100,000 \div \$50,000 = 2$$

Thus, the Annualized Rate of Occurrence (ARO) is 2(C), meaning the incident is expected to occur twice per year.

* 0.4 (A): Incorrect; implies a lower frequency (0.4 times per year).

* 1 (B): Incorrect; would yield an ALE of \$50,000, not \$100,000.

Reference: EPI CITM study guide, under Risk Management, likely covers quantitative risk analysis, including ALE, SLE, and ARO calculations. Check sections on risk assessment or quantitative analysis.

NEW QUESTION # 14

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 # 15

Lately, the support desk is receiving several requests for password resets from individuals who appear to be unknown to the organization. Possible criminal activities are suspected, and the organization wishes to address this issue in their information security awareness program. What is the area that requires awareness?

- A. Instant (mobile) messaging
- B. Social engineering
- C. Internet usage
- D. E-mail usage

Answer: B

Explanation:

Requests for password resets from unknown individuals suggest social engineering attacks, such as phishing or impersonation, where attackers manipulate users to gain unauthorized access. An information security awareness program should focus on educating staff about social engineering tactics to recognize and prevent such incidents.

E-mail usage (A), instant messaging (B), and internet usage (C) may be vectors for attacks, but the core issue is social engineering, which encompasses tactics used across these channels.

Reference: EPI CITM study guide, under Information Security Management, likely emphasizes social engineering in security awareness training. Refer to sections on security awareness or threat management.

NEW QUESTION # 16

Your organization considers a job rotation program. What is the main objective?

- **A. Support the long-term continuity of the organization**
- B. Train staff on a range of activities common in daily operations
- C. Allow staff a diversity in their daily responsibilities
- D. Increase staff job satisfaction

Answer: A

Explanation:

The main objective of a job rotation program in an IT organization is to support the long-term continuity of the organization (A). Job rotation ensures that multiple staff members are trained across various roles and tasks, reducing dependency on specific individuals and mitigating risks associated with staff turnover or absences. This approach enhances organizational resilience by creating a flexible, cross-trained workforce capable of maintaining operations, aligning with IT organization principles for workforce planning and business continuity.

* Train staff on a range of activities (B): While training is a benefit, it is a means to achieve continuity, not the primary objective.

* Increase staff job satisfaction (C): Job satisfaction may be a secondary benefit, but it's not the main goal in an IT context.

* Allow staff a diversity in responsibilities (D): Diversity in tasks is a byproduct, not the primary focus, which is organizational continuity.

According to human resource management frameworks, job rotation is a strategic tool for ensuring operational stability, particularly in IT environments where specialized skills are critical.

Reference: EPI CITM study guide, under IT Organization, likely discusses workforce planning and job rotation for continuity. Check sections on human resource management or organizational resilience.

NEW QUESTION # 17

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

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

Answer: A

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 # 18

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