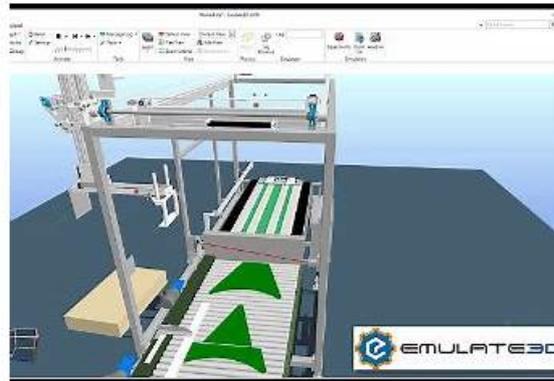


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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
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.
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"> • 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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q51-Q56):

NEW QUESTION # 51

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. Bringing forward positive and negative elements with the intent to benefit future projects**
- D. To identify all risks that occurred during the project

Answer: C

Explanation:

Lessons learned reporting 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 # 52

Little to no budget is available for hiring new staff for the IT service desk. What is the ideal method of sourcing knowing that little time is available?

- A. Internal IT staff based on a SWOT analysis
- **B. Internet job board**
- C. Word of mouth
- D. Recruitment agency

Answer: B

Explanation:

Given the constraints of little to no budget and limited time, internet job boards are the ideal sourcing method. They are cost-effective (often free or low-cost), allow quick posting of job openings, and reach a wide pool of candidates, enabling rapid hiring.

Word of mouth (A) is informal and may not yield qualified candidates quickly. Internal IT staff based on SWOT analysis (B) is not a standard recruitment method and takes time to analyze. Recruitment agencies (D) are expensive and slower due to their processes, making them unsuitable for low-budget, urgent hiring.

Reference: EPI CITM study guide, under IT Organization, likely discusses recruitment strategies for IT staff, emphasizing cost-effective methods like job boards. Check sections on human resource management or staffing.

NEW QUESTION # 53

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

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

Answer: B

Explanation:

The most important factor for a successful customer survey in service management is relevant questions to meet the objective (A). According to ITIL'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 # 54

What is the correct sequence of activities for a risk assessment?

- **A. Establish context - identify - analyse - evaluate - treatment**
- B. Monitor and review - establish context - identify - evaluate - treatment
- C. Identify - analyse - evaluate - treatment - monitor and review
- D. Communication - establish context - analyse - treatment - monitor and review

Answer: A

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 # 55

One particular incident repeatedly occurs every first day of the working week. As part of problem management, it is decided to gather a group of technical specialists to conduct problem analysis. Which technique is recommended?

- A. Technical observation post
- **B. 5-Whys**
- C. Kepner-Tregoe
- D. Fault isolation

Answer: B

Explanation:

For a recurring incident, problem management in ITIL aims to identify the root cause to prevent future occurrences. The 5-

