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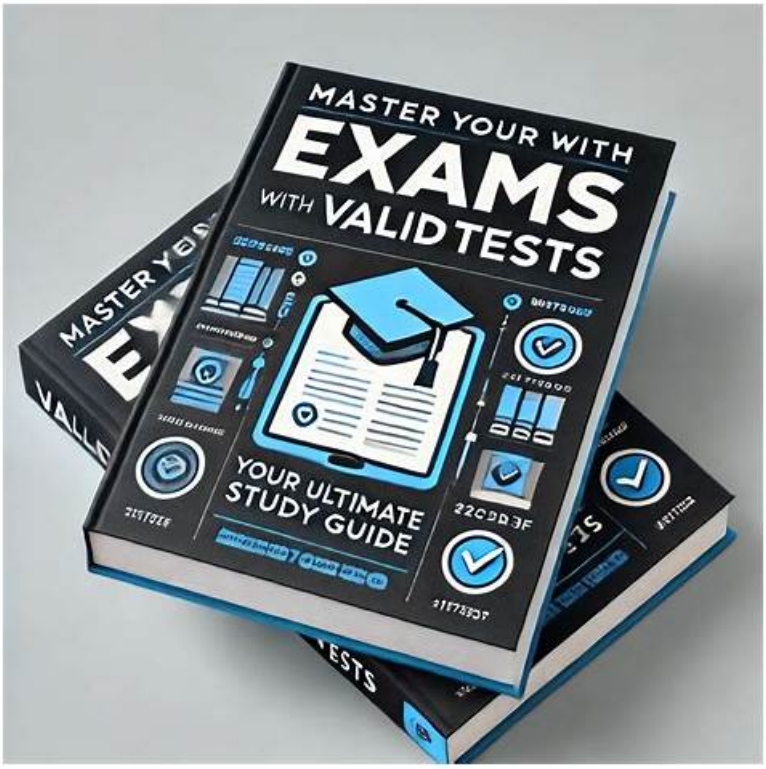

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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	• 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 7	• 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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q46-Q51):

NEW QUESTION # 46
What is the Critical Success Factor (CSF) in IT services review?

- A. Suitable location for the IT service review meeting to take place
- B. Inform customers on improvements made
- C. Explain shortcomings and bottlenecks during IT services review meeting with the customer
- D. Evaluate deliverables before meeting the customer for an IT service review

Answer: D

Explanation:
ACritical Success Factor (CSF)inIT services review, as perITIL's service management framework, is to evaluate deliverables before meeting the customer for an IT service review(A). This ensures that the IT service provider has thoroughly assessed service performance, identified issues, and prepared actionable insights or recommendations to discuss with the customer. Pre-evaluating deliverables enables a productive review meeting, ensuring alignment with customer expectations and service level agreements (SLAs).
* Suitable location (B):Logistical factors like location are not critical to the success of the review process.
* Explain shortcomings and bottlenecks (C):While transparency is important, focusing only on issues without prior evaluation may undermine the review's effectiveness.
* Inform customers on improvements (D):Informing about improvements is part of the review but not the CSF; evaluation of deliverables is the foundation for meaningful discussions.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's service review processes, emphasizing preparation and evaluation. Check sections on service level management or service review.

NEW QUESTION # 47
During several project meetings, it is discovered that certain team members are not fully aware of, and/or do not understand, the activities for which they are responsible. Which process is most likely to be blamed for this?

- A. Scope management
- B. Communication management
- C. Cost management
- D. Risk management

Answer: B

Explanation:
Team members' lack of awareness or understanding of their responsibilities points to a failure in communication management(C).
According toPMBOK, communication management ensures that project information, including roles, responsibilities, and activities, is effectively communicated to all stakeholders.
Poor communication planning or execution (e.g., unclear task assignments or inadequate briefings) can lead to misunderstandings, as seen in this scenario.
* Risk management (A):Focuses on identifying and mitigating risks, not task communication.
* Cost management (B):Deals with budgeting and cost control, not role clarification.
* Scope management (D):Defines project scope and deliverables, but communication management ensures team members understand their responsibilities within that scope.
Reference:EPI CITM study guide, under Project Management, likely covers PMBOK's communication management processes, emphasizing stakeholder engagement and information distribution. Check sections on project communication or stakeholder management.

NEW QUESTION # 48
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. Sign the contract
- D. Re-tender the project

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 # 49
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. Bottom-up estimate
- B. Analogous estimate
- C. Budget estimate
- D. Rough Order of Magnitude (ROM)

Answer: A

Explanation:
For a budget proposal that must beas accurate as possibleand supported by aWork Breakdown Structure (WBS)orProduct Breakdown Structure (PBS), thebottom-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 toPMBOK, 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 (±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 # 50
The team responsible for network security has proposed a firewall as the preferred control for the network perimeter. How is this type of control categorized?

- A. Technical preventive control
- B. Administrative deterrent control
- C. Physical detective control
- D. Physical corrective control

Answer: A

Explanation:
Afirewallis categorized as atechnical preventive control(A) ininformation security management.
According toISO/IEC 27001, preventive controls aim to stop security incidents before they occur, and technical controls involve technology-based solutions. A firewall prevents unauthorized access to the network perimeter by filtering traffic, making it a technical preventive control.
* Physical detective control (B):Involves physical measures (e.g., cameras) to detect incidents, not applicable to firewalls.
* Administrative deterrent control (C):Involves policies or procedures to discourage violations, not technology-based.
* Physical corrective control (D):Addresses physical issues post-incident, not relevant to firewalls.
Reference:EPI CITM study guide, under Information Security Management, likely references ISO/IEC 27001's control categories, emphasizing technical preventive controls. Check sections on security controls or network security.

NEW QUESTION # 51
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