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## EXIN CITM Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<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 5	<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>

## EXIN EPI Certified Information Technology Manager Sample Questions (Q38-Q43):

### NEW QUESTION # 38

A selection process for new IT staff has started. The Human Resource department has requested to follow the corporate staff hiring protocol. One mandatory item to be included is additional screening. What is verified by doing this?

- A. Educational level
- B. Salary demands
- C. **Criminal record**
- D. Number of years working experience

### Answer: C

Explanation:

In corporate hiring protocols, additional screening typically refers to background checks beyond basic qualifications, such as verifying a candidate's criminal record. This is critical for IT roles, where employees may have access to sensitive systems and data, ensuring trustworthiness and compliance with security policies.

Salary demands (A) are negotiated during the hiring process, not screened. Number of years of experience (B) and educational level (D) are verified through resumes and standard checks, not typically classified as "additional screening," which focuses on security-related checks like criminal records.

Reference: EPI CITM study guide, under IT Organization, likely covers hiring protocols and security considerations, emphasizing background checks for IT staff. Check sections on human resource management or information security management.

### NEW QUESTION # 39

Whilst creating the IT service catalog, a needs analysis is conducted. One of the items discussed is the data points required for the IT services. What is the objective of these data points?

- A. To determine the life expectancy of IT services
- B. To identify the data being used by the customer
- C. **To measure the performance of IT services delivered**

- D. To establish the operating hours of the IT services

**Answer: C**

Explanation:

In ITIL's service catalog management, data points required for IT services are used to measure the performance of IT services delivered (A). These data points (e.g., uptime, response times, incident resolution rates) enable the IT provider to monitor and report on service quality, ensuring alignment with service level agreements (SLAs) and customer expectations. A needs analysis identifies key performance indicators (KPIs) to track service effectiveness.

\* Identify data used by the customer (B): Focuses on customer data usage, not service performance.

\* Determine life expectancy (C): Relates to service lifecycle planning, not data points.

\* Establish operating hours (D): Operating hours are a service attribute, not the primary purpose of data points.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, emphasizing KPIs for performance measurement. Check sections on service catalog or performance metrics.

**NEW QUESTION # 40**

In testing the business continuity plan, senior business managers wish to compare data which is in both the main and alternative site, before participating in a full interruption test. Which type of test do they want to take place?

- A. Structured walk-through test
- **B. Parallel test**
- C. Checklist test
- D. Simulation test

**Answer: B**

Explanation:

A parallel test (A) in business continuity planning involves running systems at both the primary and alternate sites simultaneously to compare data and ensure the alternate site can handle operations effectively. This test verifies data replication and system functionality without interrupting normal operations, aligning with the managers' desire to compare data before a full interruption test.

\* Simulation test (B): This involves simulating a disaster scenario to test response procedures without activating the alternate site, so it doesn't focus on data comparison.

\* Structured walk-through test (C): This is a tabletop exercise where team members discuss and review the plan without executing systems or comparing data.

\* Checklist test (D): This involves reviewing the business continuity plan against a checklist to ensure completeness, not comparing data between sites.

According to ISO 22301 or business continuity management frameworks, a parallel test is used to validate recovery capabilities while maintaining operations at the primary site, making it ideal for the scenario described.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers business continuity testing methodologies, referencing parallel tests in the context of disaster recovery validation. Check sections on business continuity planning or testing strategies.

**NEW QUESTION # 41**

The new system (application) is ready for adoption (implementation). The customer is concerned that an instant change-over from the current system to the new system will create a large impact on the user base.

You are requested to propose an approach for adoption. Which of the items listed below is recommended?

- A. Coordinated
- **B. Parallel**
- C. Big bang
- D. Phased

**Answer: B**

Explanation:

When implementing a new system, the customer's concern about a large impact on the user base suggests the need for a low-risk, controlled adoption strategy. In application management, the parallel adoption approach (B) involves running both the old and new systems simultaneously for a period, allowing users to transition gradually while ensuring the new system functions correctly. This minimizes disruption, as the old system remains operational as a fallback if issues arise with the new system.

\* Big bang (A): This approach involves switching entirely to the new system at once, which is high-risk and likely to cause significant disruption, especially for a concerned user base. It's unsuitable here due to the potential for widespread impact.

\* Coordinated (C): This is not a standard term in application deployment strategies. It may imply a managed transition but lacks the specificity of parallel or phased approaches.

\* Phased (D): This involves rolling out the new system incrementally (e.g., by department or module), which reduces risk but doesn't provide the same level of safety as parallel, where both systems run concurrently to ensure continuity.

The parallel approach is ideal for mitigating risks during a critical system transition, as it allows validation of the new system's performance while maintaining business continuity. According to ITIL or SDLC frameworks, parallel adoption is often recommended for mission-critical systems to ensure stability and user acceptance.

Reference: EPI CITM study guide, under Application Management, likely discusses system implementation strategies within the Software Development Life Cycle (SDLC) or ITIL's service asset and configuration management. Refer to sections on application deployment, transition planning, or change management for details on parallel adoption.

## NEW QUESTION # 42

The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- A. Are any of the existing services up for retiring within the foreseeable future?
- B. Are there any new laws, codes, and/or regulations which might impact the current service offerings?
- C. Are the service offerings still relevant and appropriate?
- D. Are there any changes in the IT service provider organization?

**Answer: D**

Explanation:

Reviewing an IT service catalog, as per ITIL service asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:

- \* Retiring services (A): Assessing whether services are outdated or no longer needed is critical.
- \* New laws, codes, or regulations (B): Compliance with legal or regulatory changes is essential to avoid penalties.
- \* Service relevance and appropriateness (D): Ensures services meet current business objectives and user needs.

Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, detailing review criteria. Check sections on service portfolio or catalog management.

## NEW QUESTION # 43

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