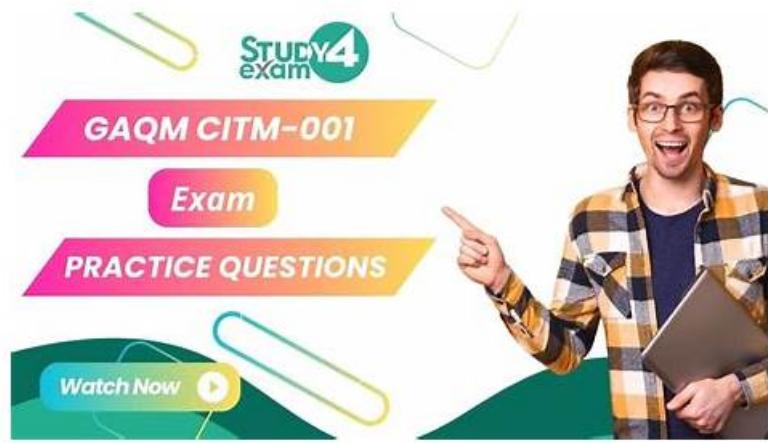


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EXIN CITM Exam Syllabus Topics:

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

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

NEW QUESTION # 46

On behalf of senior management, the Human Resource management department instructs all unit managers to perform appraisal meetings using SMART conditions. Which method is expected to be followed?

- A. Ranking
- B. Graphic rating scales
- **C. Management By Objectives**
- D. Performance ranking method

Answer: C

Explanation:

SMART(Specific, Measurable, Achievable, Relevant, Time-bound) is a goal-setting framework commonly associated with Management By Objectives (MBO). MBO involves setting clear, measurable objectives for employees, aligning individual performance with organizational goals. In appraisal meetings, using SMART conditions ensures that performance goals are clearly defined and trackable, which is a hallmark of MBO.

Graphic rating scales (B) involve rating employees on a scale for various traits, not necessarily tied to SMART goals. Ranking (C) and Performance ranking method (D) focus on comparing employees, which doesn't align with SMART's emphasis on individual, objective-based performance evaluation.

Reference:EPI CITM study guide, under IT Organization, likely discusses performance management and appraisal techniques, referencing MBO in the context of SMART goal-setting. Refer to sections on human resource management or organizational performance.

NEW QUESTION # 47

For one of the mission-critical applications in a financial institution, data must be made instantly available at two locations. Which replication mode do you recommend?

- **A. Synchronous replication**
- B. Asynchronous replication
- C. Instant replication
- D. Semi-synchronous replication

Answer: A

Explanation:

For mission-critical application in a financial institution requiring data to be instantly available at two locations, synchronous replication(B) is recommended. Synchronous replication ensures that data is written to both the primary and secondary locations simultaneously, guaranteeing no data loss and immediate availability at both sites. This is critical for financial applications where data integrity and zero recovery point objective (RPO) are essential, as per business continuity and disaster recovery frameworks like ISO 22301.

* Instant replication (A):Not a standard term in replication strategies; likely a distractor.

* Asynchronous replication (C):Data is replicated with a delay, risking data loss in case of failure, unsuitable for instant availability.

* Semi-synchronous replication (D):A compromise where the primary site continues after the secondary acknowledges receipt, but it may not guarantee instant availability.

Synchronous replication ensures real-time data consistency, critical for financial systems.

Reference:EPI CITM study guide, under Business Continuity Management, likely discusses data replication strategies for disaster recovery. Check sections on disaster recovery planning or data availability.

NEW QUESTION # 48

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

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

Answer: A

Explanation:

The correct sequence for a 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 # 49

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

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

Answer: A

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 # 50

The organization's online retail system popularity has resulted in global demand. To provide customers with a 24x7 option for support in regard to returning products, a virtual assistant is designed providing simple instructions based on pre-defined questions which are commonly asked by customers. Which type of Machine Learning (ML) is applied?

- A. Supervised
- B. Unsupervised
- C. Reinforcement learning
- D. Deep learning

Answer: A

Explanation:

The scenario describes a virtual assistant designed to provide simple instructions for product returns based on pre-defined questions commonly asked by customers. This indicates the use of supervised machine learning (B), where the system is trained on a labeled dataset (e.g., questions paired with correct responses) to predict appropriate answers. Supervised learning is ideal for

applications like chatbots or virtual assistants that rely on predefined input-output pairs to handle customer queries efficiently.

* Unsupervised (A): Involves finding patterns in unlabeled data (e.g., clustering), not suitable for predefined question-response tasks.

* Reinforcement learning (C): Focuses on learning through trial and error with rewards, used in dynamic environments (e.g., robotics), not for static question answering.

* Deep learning (D): A subset of supervised or unsupervised learning using neural networks, but the question doesn't specify complex architectures, making supervised learning the broader, correct choice.

Supervised learning aligns with IT strategy for deploying AI-driven customer support tools, as it ensures accurate, predictable responses based on trained data, enhancing user experience in a global retail system.

Reference: EPI CITM study guide, under IT Strategy, likely discusses emerging technologies like AI and machine learning, emphasizing supervised learning for customer-facing applications. Refer to sections on artificial intelligence or customer support technologies.

NEW QUESTION # 51

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