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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> 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 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.
Topic 6	<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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q44-Q49):

NEW QUESTION # 44

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. Sign the contract
- B. Ignore the business units and change vendor
- C. Re-tender the project
- D. **Include contractual terms**

Answer: D

Explanation:

Concerns about future price increases can be addressed by including 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 to vendor 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 # 45

As part of feedback collection techniques, it is suggested to include anonymous feedback. What would be the most likely reason for this?

- A. Reduced time spent for feedback participant
- **B. Promotion of honest feedback while avoiding fear for backfiring on the participant**
- C. Avoidance of non-compliance to regulations
- D. Easier processing of data collected

Answer: B

Explanation:

The primary reason for including anonymous feedback in feedback collection is to promote honest feedback while avoiding fear for backfiring on the participant (B). Anonymity encourages participants to provide candid, truthful responses without worrying about repercussions, such as criticism or retaliation, which is critical in service management for gathering accurate insights into service quality or issues. According to ITIL's continual service improvement (CSI), honest feedback is essential for identifying areas for improvement.

* Avoidance of non-compliance (A): Anonymity is unrelated to regulatory compliance in this context.

* Easier processing of data (C): Anonymity may complicate data processing by removing identifiers, not simplifying it.

* Reduced time (D): Anonymity doesn't inherently reduce the time required for feedback.

Reference: EPI CITM study guide, under Service Management, likely discusses feedback collection in ITIL's CSI framework, emphasizing anonymity for honest input. Check sections on customer feedback or service improvement.

NEW QUESTION # 46

The IT department is requested to select and implement technology and support which will deliver knowledge capable of supporting cross-functional business units. What do you require?

- **A. Both**
- B. Information management
- C. Data management

Answer: A

Explanation:

To deliver knowledge supporting cross-functional business units, both information management (A) and data management (B) are required (C). Data management ensures raw data is collected, stored, and organized (e.g., databases, data quality), while information management transforms data into meaningful knowledge (e.g., through analytics, reporting, or knowledge bases) accessible to business units. According to COBIT or IT strategy frameworks, integrating data and information management enables cross-functional collaboration by providing actionable insights and knowledge sharing.

* Information management alone (A): Focuses on knowledge delivery but relies on well-managed data.

* Data management alone (B): Provides raw data but lacks the processes to turn it into usable knowledge.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data and information management for enabling business processes. Refer to sections on knowledge management or data governance.

NEW QUESTION # 47

Senior management suspects possible threats in the IT organization and demands a high-level assessment which will list risks identified in order of priority for treatment. Which type of analysis should be conducted?

- A. Quantitative analysis
- B. Ad hoc analysis
- **C. Qualitative analysis**
- D. Semi-quantitative analysis

Answer: C

Explanation:

A high-level assessment to list risks in order of priority for treatment is best conducted using qualitative analysis (D). According to ISO 31000, qualitative risk analysis assesses risks based on their likelihood and impact using non-numerical methods (e.g., risk matrices, high/medium/low ratings). This approach is suitable for high-level assessments, as it quickly prioritizes risks without requiring detailed quantitative data, aligning with senior management's needs for a prioritized risk list.

- * Quantitative analysis (A): Uses numerical data (e.g., cost estimates, probabilities) for detailed analysis, not ideal for high-level overviews.
 - * Semi-quantitative analysis (B): Combines qualitative and quantitative methods, but is more detailed than needed for a high-level assessment.
 - * Ad hoc analysis (C): Not a standard risk analysis method; implies informal analysis, unsuitable for structured prioritization.
- Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000's qualitative risk analysis for high-level assessments. Check sections on risk assessment or prioritization.

NEW QUESTION # 48

Due to technical and operational constraints, the preferred control to lower the risks identified is to outsource part of IT operations to an external vendor. What type of risk treatment is applied here?

- A. Modification
- B. Sharing
- C. Transferred
- D. Retention

Answer: C

Explanation:

Outsourcing IT operations to an external vendor is a form of risk transfer (C), where the responsibility for managing certain risks (e.g., operational or technical risks) is shifted to the vendor. According to ISO 31000, risk treatment strategies include transferring risk to a third party, often through contracts or outsourcing agreements, where the vendor assumes responsibility for mitigating specific risks.

* Sharing (A): Involves distributing risk among multiple parties, not fully transferring it to one.

* Retention (B): Means accepting the risk without mitigation, not applicable here.

* Modification (D): Refers to changing processes or controls to reduce risk, not outsourcing.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000's risk treatment strategies, including risk transfer. Check sections on risk treatment or outsourcing.

NEW QUESTION # 49

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