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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	• 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 3	• 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 4	• 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 5	• 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 6	• 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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q50-Q55):

NEW QUESTION # 50

The Service Level Agreement (SLA) mentions a section 'estimated system response times'. What is not a key factor for a successful delivery?

- A. The skills and knowledge of staff working at the IT service provider organization
- B. The price for the IT service
- C. The technical specifications of the IT infrastructure
- D. The technical specifications of the system

Answer: B

Explanation:

AnSLA's section onestimated system response timesfocuses on ensuring the system meets performance expectations. Key factors for successful delivery include:

* Technical specifications of the system (A):Defines the system's capabilities (e.g., processing power, architecture) critical for response times.
* Skills and knowledge of staff (C):Ensures the IT team can manage and optimize the system for performance.
* Technical specifications of the IT infrastructure (D):Includes network, servers, and storage, which directly impact response times.

Price for the IT service (B)is not a direct factor in achieving system response times, as it relates to cost negotiation rather than technical performance. While budget may influence resource allocation, it's not a key factor in delivering the SLA's performance metrics.

Reference:EPI CITM study guide, under Service Management, likely covers ITIL's service level management, emphasizing factors affecting SLA performance metrics like response times. Refer to sections on SLA components or service delivery.

NEW QUESTION # 51

Activities in a project are discussed in a Work Breakdown Structure (WBS) session during the planning phase. Team members inform the project manager that whilst estimating the duration for activities, a lot of data exist about the effort required for each of them. Which estimation technique is best considered?

* A. Top-down
* B. Comparative
* C. Three-point
* D. Bottom-up

Answer: D

Explanation:

When a lot of data exist about the effort required for project activities, thebottom-upestimation technique (D) is most appropriate. This method involves estimating the effort for each task in theWork Breakdown Structure (WBS)individually, then aggregating them to derive the total project duration or cost. It leverages detailed data for accuracy, as perPMBOK's estimation techniques.

* Top-down (A):Uses high-level estimates based on historical data or expert judgment, less accurate with detailed task data available.
* Three-point (B):Uses optimistic, pessimistic, and most likely estimates for uncertainty, but is less focused on leveraging detailed effort data.
* Comparative (C):Likely refers to analogous estimation, which relies on comparisons to past projects, not detailed task data.

Bottom-up estimation is ideal when detailed effort data is available, ensuring precision in project planning.

Reference:EPI CITM study guide, under Project Management, likely covers PMBOK's estimation techniques, emphasizing bottom-up for detailed data scenarios. Refer to sections on project planning or cost
/duration estimation.

NEW QUESTION # 52

Your organization considers a job rotation program. What is the main objective?

* A. Increase staff job satisfaction
* B. Train staff on a range of activities common in daily operations
* C. Support the long-term continuity of the organization
* D. Allow staff a diversity in their daily responsibilities

Answer: C

Explanation:

The main objective of ajob rotation programin anIT organizationis tosupport the long-term continuity of the organization(A). Job rotation ensures that multiple staff members are trained across various roles and tasks, reducing dependency on specific individuals and mitigating risks associated with staff turnover or absences. This approach enhances organizational resilience by creating a flexible, cross-trained workforce capable of maintaining operations, aligning withIT organizationprinciples for workforce planning and business continuity.

* Train staff on a range of activities (B):While training is a benefit, it is a means to achieve continuity, not the primary objective.
* Increase staff job satisfaction (C):Job satisfaction may be a secondary benefit, but it's not the main goal in an IT context.
* Allow staff a diversity in responsibilities (D):Diversity in tasks is a byproduct, not the primary focus, which is organizational continuity.

According to tohuman resource managementframeworks, job rotation is a strategic tool for ensuring operational stability, particularly in IT environments where specialized skills are critical.
Reference:EPI CITM study guide, under IT Organization, likely discusses workforce planning and job rotation for continuity. Check sections on human resource management or organizational resilience.

NEW QUESTION # 53

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. Recruitment agency
- D. Word of mouth

Answer: B

Explanation:
Given the constraints oflittle to no budgetandlimited time,internet job boardsare 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 # 54

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

Answer: D

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 # 55

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