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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	• 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 3	• 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 4	• 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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q33-Q38):

NEW QUESTION # 33
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. Sharing
- B. Modification
- C. Retention
- D. Transferred

Answer: D

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 # 34
During Post Implementation Review (PIR) of changes, it is lately concluded that an unusual high number of changes failed to meet their objectives. What is the most likely cause of this?

- A. Change Advisory Board (CAB) meetings are not taking place
- B. Lack of effort in assessing and evaluating change requests
- C. Insufficient budget allocation
- D. Insufficient resources for change implementation

Answer: B

Explanation:
A high failure rate of changes duringPost Implementation Review (PIR)inITIL's change management process suggests a deficiency in theassessment and evaluation of change requests(A). Proper assessment involves analyzing risks, impacts, and feasibility before approving changes. If this step is inadequate (e.g., overlooking conflicts or underestimating impacts), changes are more likely to fail, as they may not align with objectives or be poorly planned.
* Insufficient resources (B):May cause delays but is less directly tied to failed objectives compared to poor assessment.
* CAB meetings not taking place (C):The CAB reviews changes, but the scenario doesn't indicate meetings are absent; poor assessment can occur even with CAB involvement.
* Insufficient budget (D):May limit implementation but is less likely the primary cause of failed objectives.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's change management process, emphasizing the importance of change assessment. Check sections on change management or PIR.

NEW QUESTION # 35

Controls to manage risk have been implemented and evaluated successfully. Risks are now at the level which the organization is willing to accept. What is the name of this risk?

- A. Modified risk
- B. Reduced risk
- C. Residual risk
- D. Lowered risk

Answer: C

Explanation:

Inrisk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is calledresidual risk(C). According to frameworks likeISO/IEC 27001andCOBIT, residual risk represents the level of risk that persists after applying controls, deemed acceptable based on the organization's risk appetite. For example, if a control reduces the likelihood or impact of a threat (e.g., data breach), the remaining exposure is the residual risk, which the organization monitors but does not further mitigate unless necessary.

* Reduced risk (A):Not a standard term; implies a general decrease but lacks specificity.
* Lowered risk (B):Similar to reduced risk, not a recognized term in risk management frameworks.
* Modified risk (D):Implies risk alteration but is not a standard term for post-control risk levels.

Residual risk is a critical concept in risk management, ensuring organizations understand and accept the remaining exposure after mitigation efforts.

Reference:EPI CITM study guide, under Risk Management, likely references ISO/IEC 27001 or COBIT, emphasizing residual risk in risk assessment and treatment processes. Check sections on risk management frameworks or risk evaluation.

NEW QUESTION # 36

A new system (application) is developed for the marketing department. Stakeholders have demanded an independent white box test to take place. What are the stakeholders' biggest concern?

- A. The performance of the system
- B. The quality of the source code of the system
- C. The capacity of the new system
- D. The functionality of the system

Answer: B

Explanation:

Awhite box testinvolves testing the internal structure and code of an application, requiring access to its source code. The stakeholders' demand for anindependent white box testindicates their primary concern is thequality of the source code(C). This type of testing, conducted by an independent party, ensures the code is well-structured, secure, and free of defects that could lead to vulnerabilities or inefficiencies.

* Capacity (A):Refers to the system's ability to handle load, typically tested via performance or stress testing, not white box testing.
* Performance (B):Focuses on speed and responsiveness, evaluated through performance testing, not white box testing.
* Functionality (D):Is tested via black box testing, which focuses on inputs and outputs without examining the code.

White box testing is a technical process often aligned withSDLCquality assurance practices, ensuring code reliability and maintainability, which is critical for stakeholders concerned about long-term system integrity.

Reference:EPI CITM study guide, under Application Management, likely covers testing methodologies in the SDLC, emphasizing white box testing for code quality. Check sections on application testing or quality assurance.

NEW QUESTION # 37

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

- A. Maximum Time Allowed (MTA)
- B. Recovery Point Objective (RPO)
- C. Recovery Time Objective (RTO)
- D. Maximum Allowable Outage (MAO)

Answer: B

Explanation:
TheRecovery Point Objective (RPO)(D) inbusiness continuity planningdefines the maximum age of data (i.
e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be lost. According toISO 22301, RPO is critical for determining backup and replication strategies.
* Maximum Time Allowed (MTA) (A):Not a standard term in business continuity.
* Recovery Time Objective (RTO) (B):Defines the maximum downtime before recovery, not data loss.
* Maximum Allowable Outage (MAO) (C):Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.
Reference:EPI CITM study guide, under Business Continuity Management, likely covers RPO and RTO in disaster recovery planning. Check sections on business continuity metrics or recovery strategies.

NEW QUESTION # 38
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