

# Newest Reliable CITM Test Syllabus & Passing CITM Exam is No More a Challenging Task

CITM Excel test 2:

- Part 1: PMT, formula is  $PMT(rate/12, nper*12, -PV, FV, type)$  MONTHLY PAYMENT.
- Nper: number of payments during one year.
- PV: present value or principle amount
- FV: future value or residual balance, amount left to be paid at the end of the amortization period.

**FIRST ROW ONLY:**

Beginning balance = B5 (principle amount , loan given)  
 Payments = C3\*9 (monthly payments using PMT formula) **MAKE SURE TO PUT IN THE DOLLAR SIGNS**  
 Interest = beginning balance \* rate / monthly, quarterly, biweekly payments (12, 4, 6)  
 Example : C13\*\$B\$6/24  
 Principle = payments - interest  
 Cumulative principle = principle ( the one right next to it) put in g13 - f13  
 Cumulative interest = interest  
 Ending balance = beginning balance - principal

**SECOND ROW ONLY:**

Beginning balance = Ending balance first row  
 Payments = C9 same as above (monthly payments using PMT formula )  
 Interest = Beginning balance in second row c14 \* rate (cell \$b\$6) and divided by monthly, quarterly, biweekly payments (12, 4, 6)  
 Principal = payments - interest d14-e14  
 Cumulative principle = cumulative principle row 1 (g13) + principle row 2 (f14)  
 Cumulative interest = cumulative interest row 1 (h13) + interest row 2 (E14)  
 Ending balance = beginning balance - principal

- Formula for biweekly or semimonthly payments for the dates  
 $=IF(DAY(B13)=15,EOMONTH(B13,0),DATE(YEAR(B13),MONTH(B13)+1,15))$

	PMT function	PMT rate
FINANCIAL FUNCTION - PMT (rate,nper,pv,fv,type)		
Amount Needed	960000	
Principal (loan given)	\$ 960,000.00	
Rate %	4.00%	
Term (Yrs)	4	
Residual Balance (FV)	\$ 9,600.00	
Semi-monthly payment		\$10,737.34

  

	Beginning Balance	Payments	Interest	Principal	Cumulative Principal	Cumulative Interest	Ending Balance
15-Jan-2020	960000.00	10737.34	3900.00	6837.34	6837.34	3900.00	953162.66
31-Jan-2020	950862.66	10737.34	3884.77	6852.57	13689.91	7784.77	941710.09
15-Feb-2020	941710.09	10737.34	3869.52	6867.82	20557.74	11614.29	930242.29

Part 2:

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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<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 3	<ul style="list-style-type: none"> <li>• <b>Project Management:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>IT Organization:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Service Management:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>IT Strategy:</b> 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 7	<ul style="list-style-type: none"> <li>• <b>Application Management:</b> 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 8	<ul style="list-style-type: none"> <li>• <b>Vendor Selection Management:</b> 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.</li> </ul>

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### **EXIN EPI Certified Information Technology Manager Sample Questions (Q23-Q28):**

#### **NEW QUESTION # 23**

In vendor selection, what is the most important reason for a reference check?

- A. To identify customers not mentioned on the reference list
- B. To verify products by other customers
- **C. To independently verify and validate a vendor's claim**
- D. To obtain financial information for vendor negotiation

**Answer: C**

**Explanation:**

The most important reason for a reference check in vendor selection is to independently verify and validate a vendor's claim (A). Reference checks involve contacting the vendor's previous or current clients to confirm claims about performance, reliability, and service quality, ensuring the vendor can meet contractual obligations. This aligns with vendor management best practices to mitigate

risks by validating vendor credibility.

\* Verify products by other customers (B): Too narrow; reference checks focus on overall performance, not just products.

\* Obtain financial information (C): Financial data is obtained through financial due diligence, not reference checks.

\* Identify customers not mentioned (D): Not a primary goal; the focus is on validating provided references.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers due diligence processes, emphasizing reference checks for validation. Check sections on vendor evaluation or due diligence.

#### NEW QUESTION # 24

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

**Answer: C**

Explanation:

For a 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 # 25

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

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

**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 # 26

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

- A. The technical specifications of the IT infrastructure

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

**Answer: C**

Explanation:

An SLA's section on estimated system response times focuses 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 # 27

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

**Answer: B**

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 # 28

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