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EXIN CITM Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> • 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 2	<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 3	<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 4	<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 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"> • 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.
Topic 7	<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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q34-Q39):

NEW QUESTION # 34

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

Answer: A

Explanation:

A white box test involves testing the internal structure and code of an application, requiring access to its source code. The stakeholders' demand for an independent white box test indicates their primary concern is the quality 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 with SDLC quality 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 # 35

During the system (application) development project, the customer wants to know how software will be maintained to assure that future functional requirements are incorporated. What type of system maintenance is the customer looking for?

- A. Adaptive maintenance
- **B. Perfective maintenance**
- C. Corrective maintenance
- D. Preventive maintenance

Answer: B

Explanation:

The customer's focus on incorporating future functional requirements indicates a need for perfective maintenance (B). In application management, perfective maintenance involves enhancing software to add new features or improve functionality to meet evolving business needs, such as adding new modules or capabilities.

* Preventive maintenance (A): Focuses on preventing issues by optimizing performance or addressing potential problems, not adding new features.

* Corrective maintenance (C): Involves fixing bugs or errors, not incorporating new functionality.

* Adaptive maintenance (D): Adapts software to environmental changes (e.g., new operating systems), not specifically for new functional requirements.

Perfective maintenance aligns with the SDLC's maintenance phase, ensuring the software evolves to support future business requirements.

Reference:EPI CITM study guide, under Application Management, likely covers software maintenance types in the SDLC, emphasizing perfective maintenance for enhancements. Refer to sections on application lifecycle or maintenance strategies.

NEW QUESTION # 36

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

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

Answer: B

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 # 37

Before the marketing department will decide on a new advertising campaign, it wants to be able to gain more insights into the customer, being able to predict the products customers will purchase in the near future. What is a 'must-have' criterion in terms of the technology the marketing department is interested in?

- A. Records Management System (RMS)
- **B. Advanced analytics**
- C. Ad hoc analysis

- D. Business Intelligence (BI)

Answer: B

Explanation:

To predict future customer purchases, the marketing department requires advanced analytics (B), which involves sophisticated data analysis techniques, such as predictive modeling, machine learning, and data mining. These technologies enable the department to analyze customer behavior, identify patterns, and forecast purchasing trends, supporting targeted advertising campaigns.

- * Records Management System (RMS) (A): Focuses on managing and storing records, not predictive analysis.
- * Ad hoc analysis (C): Allows for on-demand, one-off queries but lacks the predictive capabilities of advanced analytics.
- * Business Intelligence (BI) (D): Provides reporting and historical data analysis but is less focused on predictive modeling compared to advanced analytics.

Advanced analytics aligns with IT strategy goals of leveraging data for competitive advantage, as it supports predictive insights critical for marketing decisions.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data-driven technologies like advanced analytics for business decision-making. Refer to sections on emerging technologies or data analytics.

NEW QUESTION # 38

The team responsible for network security has proposed a firewall as the preferred control for the network perimeter. How is this type of control categorized?

- **A. Technical preventive control**
- B. Physical detective control
- C. Physical corrective control
- D. Administrative deterrent control

Answer: A

Explanation:

A firewall is categorized as a technical preventive control (A) in information security management.

According to ISO/IEC 27001, preventive controls aim to stop security incidents before they occur, and technical controls involve technology-based solutions. A firewall prevents unauthorized access to the network perimeter by filtering traffic, making it a technical preventive control.

- * Physical detective control (B): Involves physical measures (e.g., cameras) to detect incidents, not applicable to firewalls.
- * Administrative deterrent control (C): Involves policies or procedures to discourage violations, not technology-based.
- * Physical corrective control (D): Addresses physical issues post-incident, not relevant to firewalls.

Reference: EPI CITM study guide, under Information Security Management, likely references ISO/IEC 27001's control categories, emphasizing technical preventive controls. Check sections on security controls or network security.

NEW QUESTION # 39

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