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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
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## CITM Exam Voucher & CITM Passleader Review

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### EXIN EPI Certified Information Technology Manager Sample Questions (Q17-Q22):

#### NEW QUESTION # 17

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. Preventive maintenance
- **B. Perfective maintenance**
- C. Adaptive maintenance
- D. Corrective 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 # 18

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

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

#### 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 # 19

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

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

#### Answer: D

Explanation:

The main objective of a job rotation program in an IT organization is to support 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 with IT organization principles 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 human resource management frameworks, 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 # 20

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

#### Answer: A

Explanation:

In risk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is called residual risk (C). According to frameworks like ISO/IEC 27001 and COBIT, 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 # 21

In project management, what is the objective of a 'lessons learned' report?

- A. To identify all risks that occurred during the project
- B. Bringing forward positive and negative elements with the intent to benefit future projects
- C. To establish accountability for the mistakes being made in the project
- D. To inform the project owner with the overall achievement of the project's objectives

**Answer: B**

Explanation:

A lessons learned report in project management is designed to document both positive and negative experiences from a project to improve future projects. According to the Project Management Institute (PMI) and frameworks like PMBOK, the purpose is to capture insights, successes, challenges, and recommendations to enhance processes, avoid repeating mistakes, and replicate successes in future initiatives.

Option A focuses only on reporting achievements, which is too narrow. Option B emphasizes accountability for mistakes, which is not the primary goal, as the report aims to improve rather than blame. Option C is incorrect because identifying risks is part of risk management, not the primary focus of lessons learned.

Option D correctly captures the intent to benefit future projects by analyzing both positive and negative aspects.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK or similar frameworks, specifically the "Close Project or Phase" process, where lessons learned are documented. Check the section on project closure or knowledge management.

## NEW QUESTION # 22

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