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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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 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">• 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 5	<ul style="list-style-type: none">• 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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q49-Q54):

NEW QUESTION # 49

The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- A. Are any of the existing services up for retiring within the foreseeable future?
- **B. Are there any changes in the IT service provider organization?**
- C. Are the service offerings still relevant and appropriate?
- D. Are there any new laws, codes, and/or regulations which might impact the current service offerings?

Answer: B

Explanation:

Reviewing an IT service catalog, as per ITIL service asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:

- * Retiring services (A): Assessing whether services are outdated or no longer needed is critical.
- * New laws, codes, or regulations (B): Compliance with legal or regulatory changes is essential to avoid penalties.
- * Service relevance and appropriateness (D): Ensures services meet current business objectives and user needs.

Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, detailing review criteria. Check sections on service portfolio or catalog management.

NEW QUESTION # 50

The IT department is requested to select and implement technology and support which will deliver knowledge capable of supporting cross-functional business units. What do you require?

- A. Information management
- **B. Both**
- C. Data management

Answer: B

Explanation:

To deliver knowledge supporting cross-functional business units, both information management (A) and data management (B) are required (C). Data management ensures raw data is collected, stored, and organized (e.g., databases, data quality), while information management transforms data into meaningful knowledge (e.g., through analytics, reporting, or knowledge bases) accessible to business units. According to COBIT or IT strategy frameworks, integrating data and information management enables cross-functional collaboration by providing actionable insights and knowledge sharing.

* Information management alone (A): Focuses on knowledge delivery but relies on well-managed data.

* Data management alone (B): Provides raw data but lacks the processes to turn it into usable knowledge.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data and information management for enabling business processes. Refer to sections on knowledge management or data governance.

NEW QUESTION # 51

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

- A. Allow staff a diversity in their daily responsibilities
- B. Train staff on a range of activities common in daily operations
- C. Increase staff job satisfaction
- **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 # 52

The new system (application) is ready for adoption (implementation). The customer is concerned that an instant change-over from the current system to the new system will create a large impact on the user base.

You are requested to propose an approach for adoption. Which of the items listed below is recommended?

- **A. Parallel**
- B. Phased
- C. Coordinated
- D. Big bang

Answer: A

Explanation:

When implementing a new system, the customer's concern about a large impact on the user base suggests the need for a low-risk, controlled adoption strategy. In application management, the parallel adoption approach (B) involves running both the old and new systems simultaneously for a period, allowing users to transition gradually while ensuring the new system functions correctly. This minimizes disruption, as the old system remains operational as a fallback if issues arise with the new system.

* Big bang (A): This approach involves switching entirely to the new system at once, which is high-risk and likely to cause significant disruption, especially for a concerned user base. It's unsuitable here due to the potential for widespread impact.

* Coordinated (C): This is not a standard term in application deployment strategies. It may imply a managed transition but lacks the specificity of parallel or phased approaches.

* Phased (D): This involves rolling out the new system incrementally (e.g., by department or module), which reduces risk but doesn't provide the same level of safety as parallel, where both systems run concurrently to ensure continuity.

The parallel approach is ideal for mitigating risks during a critical system transition, as it allows validation of the new system's performance while maintaining business continuity. According to ITIL or SDLC frameworks, parallel adoption is often recommended for mission-critical systems to ensure stability and user acceptance.

Reference: EPI CITM study guide, under Application Management, likely discusses system implementation strategies within the Software Development Life Cycle (SDLC) or ITIL's service asset and configuration management. Refer to sections on application deployment, transition planning, or change management for details on parallel adoption.

NEW QUESTION # 53

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. Perfective maintenance**

- B. Adaptive maintenance
- C. Preventive maintenance
- D. Corrective maintenance

Answer: A

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 # 54

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