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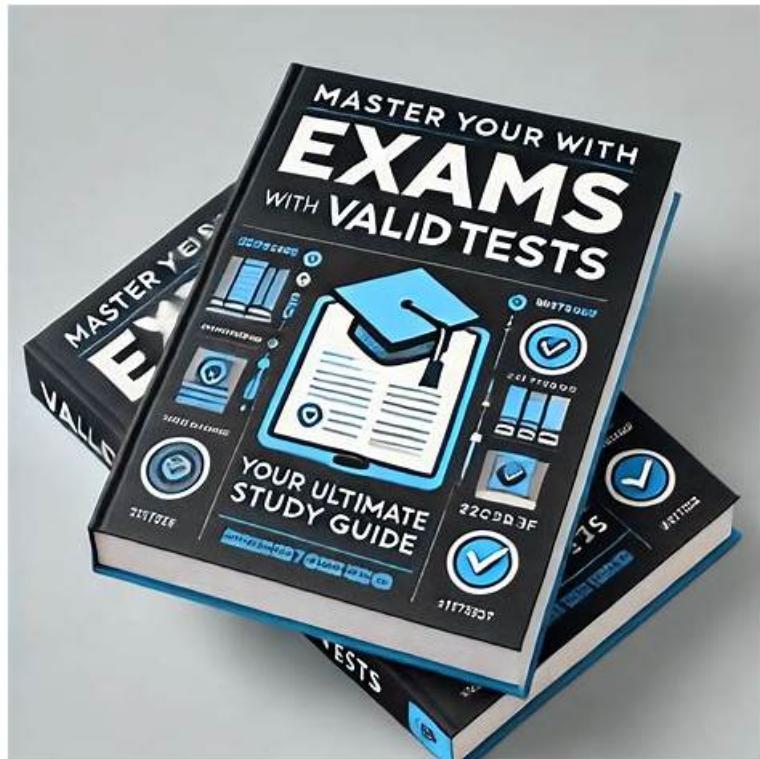
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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 4	• 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 (Q23-Q28):

NEW QUESTION # 23
Users (customers) are complaining about the quality of how problems are being solved. What is the most likely cause?

- A. Poor registration of problems
- B. Wrong allocation of problems
- C. Errors in priority
- D. Lack of budget to manage problems

Answer: A

Explanation:
InITIL's problem management process,poor registration of problems(A) is the most likely cause of low- quality problem resolution. Effective problem management requires accurate logging of incidents and problems, including detailed descriptions, to enable proper root cause analysis and resolution. If problems are poorly registered (e.g., incomplete or inaccurate data), it hinders diagnosis and resolution, leading to customer dissatisfaction.
* Wrong allocation of problems (B):Incorrect assignment to teams can delay resolution but is less fundamental than poor registration, which affects the entire process.
* Errors in priority (C):Incorrect prioritization may delay urgent issues, but poor registration impacts resolution quality more directly.
* Lack of budget (D):May limit resources, but the scenario points to process quality, not resource constraints.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's problem management, emphasizing accurate problem logging. Check sections on ITIL problem management or service operation.

NEW QUESTION # 24
Your organization considers a job rotation program. What is the main objective?

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

Answer: C

Explanation:
The main objective of ajob rotation programin anIT organizationis tosupport 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 withIT organizationprinciples 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 # 25

To further reduce fraud cases in the transfer of land titles, the government introduces a new system which, in the back-end, makes use of blockchain technology. Key functionality of the system is speed of transmission and privacy. Which type of blockchain is most preferred for this type of application?

- A. Public blockchain
- B. Private blockchain
- C. Consortium blockchain
- D. Community blockchain

Answer: B

Explanation:

For a government system handling land title transfers, the key requirements arespeed of transmissionand privacy. Aprivate blockchainis most suitable because it restricts access to authorized participants, ensuring privacy and confidentiality of sensitive data such as land ownership records. Private blockchains are controlled by a single organization or a limited group, allowing faster transaction processing compared to public blockchains, which require consensus from a large, decentralized network. This aligns with the need for quick and secure transactions in a controlled environment.

Public blockchains (B) are open to anyone, which compromises privacy for sensitive government data.

Community blockchain (A) is not a standard term in blockchain technology, and consortium blockchains (D), while involving multiple organizations, are less suitable for a single government entity needing full control.

Reference:EPI CITM study guide likely covers blockchain applications under IT Strategy, emphasizing private blockchains for secure, controlled environments like government systems. Refer to sections on emerging technologies or IT strategy frameworks for detailed blockchain categorizations.

NEW QUESTION # 26

Before signing the contract with the proposed vendor, concerns have been raised over future price increases.
The internal business units, however, insist that the agreement with the vendor must take place as a result of the vendor evaluation process. What is the likely action to take?

- A. Re-tender the project
- B. Include contractual terms
- C. Sign the contract
- D. Ignore the business units and change vendor

Answer: B

Explanation:

Concerns about future price increases can be addressed byincluding contractual terms(B) in the agreement to limit or regulate price escalations (e.g., fixed pricing, escalation clauses, or review mechanisms). This approach balances the business units' insistence on proceeding with the selected vendor (based on a thorough evaluation) while mitigating financial risks. According to vendor management best practices, contracts should include clear terms to protect against unforeseen cost increases, ensuring alignment with business objectives.

* Ignore the business units and change vendor (A):Contradicts the evaluation process and business units' decision, risking misalignment.

* Sign the contract (C):Ignores the price increase concern, potentially exposing the organization to financial risk.

* Re-tender the project (D):Unnecessary, as the vendor was selected through evaluation; contractual terms can address the concern without restarting the process.

Reference:EPI CITM study guide, under Vendor Selection/Management, likely discusses contract negotiation strategies, emphasizing risk mitigation through contractual terms. Check sections on vendor contracts or procurement.

NEW QUESTION # 27
What is the correct sequence of activities for a risk assessment?

* A. Establish context - identify - analyse - evaluate - treatment
* B. Communication - establish context - analyse - treatment - monitor and review
* C. Monitor and review - establish context - identify - evaluate - treatment
* D. Identify - analyse - evaluate - treatment - monitor and review

Answer: A

Explanation:
The correct sequence for arisk assessment, as perISO 31000andISO/IEC 27001, is:Establish context - identify - analyse - evaluate - treatment(C).
* Establish context:Define the scope, objectives, and criteria for the risk assessment (e.g., organizational goals, assets, and risk appetite).
* Identify:Identify potential risks (e.g., threats and vulnerabilities) that could impact objectives.
* Analyse:Assess the likelihood and impact of identified risks to determine their severity.
* Evaluate:Compare risks against risk criteria to prioritize them for treatment.
* Treatment:Implement controls or strategies to mitigate, avoid, transfer, or accept risks.
* Option A:Incorrect, as "monitor and review" is a post-treatment step, not the starting point.
* Option B:Incorrect, as "communication" is not a distinct step in risk assessment; it's embedded throughout.
* Option D:Incorrect, as it skips "establish context," which is essential for defining the assessment's scope.
This sequence ensures a structured, systematic approach to risk assessment, aligning with organizational objectives.
Reference:EPI CITM study guide, under Risk Management, likely references ISO 31000 or ISO/IEC 27001 for risk assessment processes. Check sections on risk assessment methodologies or risk management lifecycle.

NEW QUESTION # 28
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