

最新的CITM題庫更新以及資格考試的領先材料供應商和權威CITM考試大綱



此外，這些Testpdf CITM考試題庫的部分內容現在是免費的：https://drive.google.com/open?id=12J25L-ZWd-oCV4asD_x0DIF10YjJnD4J

我們的EXIN CITM題庫是由專業的IT團隊以最好的技術水準制作而得到的學習資料，其中整合最新的CITM考試問題得到而來，以確保您購買我們的題庫資料是真實有效的，即使是新手也可以快速輕鬆獲得EXIN CITM認證。對於如此有效的考古題，趕快加入購物車吧！付款之后您就可以立即下載所購買的CITM題庫，這將會讓您在您的考試中獲得高分，并順利的通過CITM考試。

EXIN CITM認證考試在競爭激烈的IT行業中越來越受歡迎，報名參加考試的人越來越多。但是它的難度並沒有減小，依然很難通過考試，畢竟這是個權威的檢驗電腦專業知識和資訊技術能力的考試。一般人為了通過EXIN CITM 認證考試都需要花費大量的時間和精力來復習備考。

>> CITM題庫更新 <<

真實的EXIN CITM題庫更新是行業領先材料和值得信賴的CITM：EXIN EPI Certified Information Technology Manager

Testpdf能夠消除考生對考試失敗的憂慮；讓考生安心輕鬆通過 CITM 考試，把考生通過考試當作自己的事情來對待，這是我們考題網對廣大考生最貼心的服務。考生需要是多做我們的 EXIN CITM 考古題，將特別需要記憶或比較的題型做標註，這不僅能檢測出自己理解的多，也能在 CITM 考試前作最快速的瀏覽，增加內容的熟悉度，有效提高學習效率。

最新的 EPI IT Management CITM 免費考試真題 (Q23-Q28):

問題 #23

Senior management is concerned fraudulent activities may take place during large financial transactions. To reduce the risk of fraud, it expects the proper controls to be in place. Which security principle is in need of the highest attention?

- A. Integrity

- B. Reliability
- C. Availability
- D. Confidentiality

答案： A

解題說明：

To reduce the risk of fraud in large financial transactions, the security principle of integrity (C) requires the highest attention. Integrity, as per ISO/IEC 27001's CIA triad (Confidentiality, Integrity, Availability), ensures that data is accurate, complete, and unaltered. Fraud often involves manipulating transaction data, so controls like data validation, checksums, or audit trails are critical to maintain integrity and prevent unauthorized changes.

* Confidentiality (A): Protects data from unauthorized access, less directly related to fraud prevention.

* Availability (B): Ensures system access, not the primary concern for fraud.

* Reliability (D): Not a standard CIA triad principle; may relate to system performance but not fraud.

Reference: EPI CITM study guide, under Information Security Management, likely references the CIA triad, emphasizing integrity for fraud prevention. Check sections on security principles or fraud controls.

問題 #24

Activities in a project are discussed in a Work Breakdown Structure (WBS) session during the planning phase. Team members inform the project manager that whilst estimating the duration for activities, a lot of data exist about the effort required for each of them. Which estimation technique is best considered?

- A. Top-down
- B. Three-point
- C. Comparative
- D. Bottom-up

答案： D

解題說明：

When a lot of data exist about the effort required for project activities, the bottom-up estimation technique (D) is most appropriate. This method involves estimating the effort for each task in the Work Breakdown Structure (WBS) individually, then aggregating them to derive the total project duration or cost. It leverages detailed data for accuracy, as per PMBOK's estimation techniques.

* Top-down (A): Uses high-level estimates based on historical data or expert judgment, less accurate with detailed task data available.

* Three-point (B): Uses optimistic, pessimistic, and most likely estimates for uncertainty, but is less focused on leveraging detailed effort data.

* Comparative (C): Likely refers to analogous estimation, which relies on comparisons to past projects, not detailed task data.

Bottom-up estimation is ideal when detailed effort data is available, ensuring precision in project planning.

Reference: EPI CITM study guide, under Project Management, likely covers PMBOK's estimation techniques, emphasizing bottom-up for detailed data scenarios. Refer to sections on project planning or cost /duration estimation.

問題 #25

What is the Critical Success Factor (CSF) in IT services review?

- A. Suitable location for the IT service review meeting to take place
- B. Inform customers on improvements made
- C. Explain shortcomings and bottlenecks during IT services review meeting with the customer
- D. Evaluate deliverables before meeting the customer for an IT service review

答案： D

解題說明：

A Critical Success Factor (CSF) in IT services review, as per ITIL's service management framework, is to evaluate deliverables before meeting the customer for an IT service review (A). This ensures that the IT service provider has thoroughly assessed service performance, identified issues, and prepared actionable insights or recommendations to discuss with the customer. Pre-evaluating deliverables enables a productive review meeting, ensuring alignment with customer expectations and service level agreements (SLAs).

- * Suitable location (B): Logistical factors like location are not critical to the success of the review process.
 - * Explain shortcomings and bottlenecks (C): While transparency is important, focusing only on issues without prior evaluation may undermine the review's effectiveness.
 - * Inform customers on improvements (D): Informing about improvements is part of the review but not the CSF; evaluation of deliverables is the foundation for meaningful discussions.
- Reference: EPI CITM study guide, under Service Management, likely references ITIL's service review processes, emphasizing preparation and evaluation. Check sections on service level management or service review.

問題 #26

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. Make use of leading and loaded questions
- D. Minimum duration to complete

答案： A

解題說明：

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.

問題 #27

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

答案： B

解題說明：

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.

問題 #28

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EXIN 是一個成功的公司，提供各種認證和考試。通過 CITM 考試是其中的核心要求。將帶來一個新的前沿，對你

