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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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.

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

NEW QUESTION # 34

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 # 35

What is the correct sequence of activities for a risk assessment?

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

Answer: B

Explanation:

The correct sequence for a risk assessment, as per ISO 31000 and ISO/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 # 36

When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

- A. Head count, support, and financial stability
- B. Terms and conditions, maintenance, and terms of engagement
- C. Scope, maintenance, and price
- D. Price, training, and support

Answer: A

Explanation:
To ensurecontinuityin vendor selection, the key criteria includehead count(vendor's staffing capacity to deliver services),support(availability of ongoing technical and operational support), andfinancial stability (ensuring the vendor remains viable to provide services long-term). These factors directly impact the vendor's ability to maintain service delivery without interruptions, which is critical for business continuity.
* Scope, maintenance, and price (A):Scope and price are important but don't directly ensure continuity; maintenance is a subset of support.
* Terms and conditions, maintenance, and terms of engagement (B):These are contractual elements, but they don't fully address operational continuity like staffing or financial stability.
* Price, training, and support (C):Training is less critical for continuity compared to staffing capacity or financial health.
According tovendor management frameworks, continuity is ensured by evaluating the vendor's operational capacity and long-term reliability, making head count, support, and financial stability the minimum criteria.
Reference:EPI CITM study guide, under Vendor Selection/Management, likely covers vendor evaluation criteria, emphasizing continuity factors. Check sections on vendor due diligence or service continuity.

NEW QUESTION # 37

Being part of service management, business relationship management follows the principles of the service lifecycle. Which of the below is not part of activities defined in service operation?

- A. Escalation
- B. Define service strategy
- C. Report service performance
- D. Communicate scheduled outages

Answer: B

Explanation:
InITIL, theservice operationphase focuses on delivering and managing services, including activities like communicating scheduled outages (A), reporting service performance (B), and handling escalations (C).
Defining service strategy(D) is part of theservice strategyphase, not service operation, as it involves planning and aligning services with business goals.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's service lifecycle, specifically distinguishing service operation from service strategy. Check sections on ITIL service operation or business relationship management.

NEW QUESTION # 38

The introduction of a security awareness program has resulted in a quick decrease in security incidents. Eight months later, security incidents are showing a sudden increase, and the blame is put on a non-functioning security awareness program. What is most likely the cause?

- A. Insufficient budget
- B. Lack of resources for instructor-led sessions
- C. Message materials are few and static, and renewal is not taking place
- D. Scope of the program is too narrow, not covering all areas of interest

Answer: C

Explanation:

Security awareness programs require ongoing engagement to remain effective. If security incidents decrease initially but increase after eight months, the most likely cause is that message materials are few and static, and renewal is not taking place (C). Static content becomes outdated or ignored over time, reducing its impact. Regular updates, new campaigns, and varied delivery methods (e.g., videos, quizzes) are essential to maintain employee awareness and adapt to evolving threats, as per ISO/IEC 27001 or NIST security awareness guidelines.
* Insufficient budget (A):While budget constraints could limit program scope, there's no evidence in the scenario to suggest this is the primary issue.
* Scope too narrow (B):A narrow scope might limit effectiveness initially, but the initial success suggests the scope was adequate; the issue is sustaining engagement.
* Lack of resources for instructor-led sessions (D):Instructor-led sessions are one delivery method, but the core issue is likely outdated content rather than delivery format.
Reference:EPI CITM study guide, under Information Security Management, likely discusses security awareness program maintenance, emphasizing the need for regular content updates. Refer to sections on security awareness or human factors in security.

NEW QUESTION # 39

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