

CITM Exam Online, CITM Exam Overview



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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">• 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.
Topic 3	<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.
Topic 4	<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.

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them how to overcome mistakes so they can pass CITM exam.

EXIN EPI Certified Information Technology Manager Sample Questions (Q44-Q49):

NEW QUESTION # 44

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

- A. Recovery Time Objective (RTO)
- **B. Recovery Point Objective (RPO)**
- C. Maximum Allowable Outage (MAO)
- D. Maximum Time Allowed (MTA)

Answer: B

Explanation:

The Recovery Point Objective (RPO) (D) in business continuity planning defines the maximum age of data (i.e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be lost. According to ISO 22301, RPO is critical for determining backup and replication strategies.

* Maximum Time Allowed (MTA) (A): Not a standard term in business continuity.

* Recovery Time Objective (RTO) (B): Defines the maximum downtime before recovery, not data loss.

* Maximum Allowable Outage (MAO) (C): Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers RPO and RTO in disaster recovery planning. Check sections on business continuity metrics or recovery strategies.

NEW QUESTION # 45

The team responsible for network security has proposed a firewall as the preferred control for the network perimeter. How is this type of control categorized?

- **A. Technical preventive control**
- B. Physical corrective control
- C. Physical detective control
- D. Administrative deterrent control

Answer: A

Explanation:

A firewall is categorized as a technical preventive control (A) in information security management.

According to ISO/IEC 27001, preventive controls aim to stop security incidents before they occur, and technical controls involve technology-based solutions. A firewall prevents unauthorized access to the network perimeter by filtering traffic, making it a technical preventive control.

* Physical detective control (B): Involves physical measures (e.g., cameras) to detect incidents, not applicable to firewalls.

* Administrative deterrent control (C): Involves policies or procedures to discourage violations, not technology-based.

* Physical corrective control (D): Addresses physical issues post-incident, not relevant to firewalls.

Reference: EPI CITM study guide, under Information Security Management, likely references ISO/IEC

27001's control categories, emphasizing technical preventive controls. Check sections on security controls or network security.

NEW QUESTION # 46

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

Answer: B

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 # 47

As part of feedback collection techniques, it is suggested to include anonymous feedback. What would be the most likely reason for this?

- A. Easier processing of data collected
- B. Reduced time spent for feedback participant
- C. Promotion of honest feedback while avoiding fear for backfiring on the participant
- D. Avoidance of non-compliance to regulations

Answer: C

Explanation:

The primary reason for including anonymous feedback in feedback collection is to promote honest feedback while avoiding fear for backfiring on the participant (B). Anonymity encourages participants to provide candid, truthful responses without worrying about repercussions, such as criticism or retaliation, which is critical in service management for gathering accurate insights into service quality or issues. According to ITIL's continual service improvement (CSI), honest feedback is essential for identifying areas for improvement.

* Avoidance of non-compliance (A): Anonymity is unrelated to regulatory compliance in this context.

* Easier processing of data (C): Anonymity may complicate data processing by removing identifiers, not simplifying it.

* Reduced time (D): Anonymity doesn't inherently reduce the time required for feedback.

Reference: EPI CITM study guide, under Service Management, likely discusses feedback collection in ITIL's CSI framework, emphasizing anonymity for honest input. Check sections on customer feedback or service improvement.

NEW QUESTION # 48

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

Answer: A

Explanation:

When a lot of data exist about the effort required for project activities, the bottom-up estimation technique (A) 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.

