

# Free PDF CITM - EXIN EPI Certified Information Technology Manager Unparalleled Valid Test Questions



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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Vendor Selection</li> <li>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.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## EXIN EPI Certified Information Technology Manager Sample Questions (Q36-Q41):

### NEW QUESTION # 36

Due to technical and operational constraints, the preferred control to lower the risks identified is to outsource part of IT operations to an external vendor. What type of risk treatment is applied here?

- A. Modification
- B. Sharing
- C. Transferred
- D. Retention

**Answer: C**

Explanation:

Outsourcing IT operations to an external vendor is a form of risk transfer (C), where the responsibility for managing certain risks (e.g., operational or technical risks) is shifted to the vendor. According to ISO 31000, risk treatment strategies include transferring risk to a third party, often through contracts or outsourcing agreements, where the vendor assumes responsibility for mitigating specific risks.

\* Sharing (A): Involves distributing risk among multiple parties, not fully transferring it to one.

\* Retention (B): Means accepting the risk without mitigation, not applicable here.

\* Modification (D): Refers to changing processes or controls to reduce risk, not outsourcing.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000's risk treatment strategies, including risk transfer. Check sections on risk treatment or outsourcing.

### NEW QUESTION # 37

From the list below, which activity is not considered to be an activity in the software development phase?

- A. Code writing
- B. Implementation
- C. Documenting
- D. Testing

**Answer: B**

Explanation:

In the Software Development Life Cycle (SDLC), the development phase typically includes code writing (A), testing (B), and documenting (C) to build and verify the software. Implementation (D) is part of the deployment phase, where the software is installed and made operational in the production environment, not part of development.

Reference: EPI CITM study guide, under Application Management, likely covers SDLC phases, distinguishing development from implementation. Refer to sections on software development or application lifecycle management.

### NEW QUESTION # 38

The Service Level Agreement (SLA) mentions a section 'estimated system response times'. What is not a key factor for a successful delivery?

- A. The technical specifications of the system
- B. The skills and knowledge of staff working at the IT service provider organization
- C. The price for the IT service
- D. The technical specifications of the IT infrastructure

**Answer: C**

Explanation:

An SLA's section on estimated system response times focuses on ensuring the system meets performance expectations. Key factors for successful delivery include:

\* Technical specifications of the system (A): Defines the system's capabilities (e.g., processing power, architecture) critical for response times.

\* Skills and knowledge of staff (C): Ensures the IT team can manage and optimize the system for performance.

\* Technical specifications of the IT infrastructure (D): Includes network, servers, and storage, which directly impact response times.

Price for the IT service (B) is not a direct factor in achieving system response times, as it relates to cost negotiation rather than technical performance. While budget may influence resource allocation, it's not a key factor in delivering the SLA's performance metrics.

Reference: EPI CITM study guide, under Service Management, likely covers ITIL's service level management, emphasizing factors affecting SLA performance metrics like response times. Refer to sections on SLA components or service delivery.

### NEW QUESTION # 39

Vendor management meetings take place several times per year. What is the main objective for these meetings?

- A. Identify possible price increases
- B. Verify if the vendor continues to meet the requirements of the contract, supporting the business processes
- C. Explore improvement programs
- D. Discuss improvement programs

**Answer: B**

Explanation:

The main objective of vendor management meetings is to verify if the vendor continues to meet the requirements of the contract, supporting the business processes (C). These meetings, as part of vendor management frameworks, ensure that the vendor's performance aligns with contractual obligations, service level agreements (SLAs), and business needs. They involve reviewing service delivery, compliance, and any issues affecting business processes.

\* Explore improvement programs (A): A secondary goal, as improvements may arise from performance reviews.

\* Identify possible price increases (B): Price discussions may occur, but they are not the primary focus.

\* Discuss improvement programs (D): Similar to A, this is a potential outcome but not the main objective.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers vendor performance monitoring and contract compliance. Check sections on vendor management or SLA monitoring.

### NEW QUESTION # 40

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

**Answer: B**

Explanation:

Concerns about future price increases can be addressed by including 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 # 41

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