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EXIN EPI Certified Information Technology Manager Sample Questions (Q48-Q53):

NEW QUESTION # 48

For one of the mission-critical applications in a financial institution, data must be made instantly available at two locations. Which replication mode do you recommend?

- A. Instant replication
- B. Semi-synchronous replication
- C. Asynchronous replication

- **D. Synchronous replication**

Answer: D

Explanation:

For a mission-critical application in a financial institution requiring data to be instantly available at two locations, synchronous replication (B) is recommended. Synchronous replication ensures that data is written to both the primary and secondary locations simultaneously, guaranteeing no data loss and immediate availability at both sites. This is critical for financial applications where data integrity and zero recovery point objective (RPO) are essential, as per business continuity and disaster recovery frameworks like ISO 22301.

* Instant replication (A): Not a standard term in replication strategies; likely a distractor.

* Asynchronous replication (C): Data is replicated with a delay, risking data loss in case of failure, unsuitable for instant availability.

* Semi-synchronous replication (D): A compromise where the primary site continues after the secondary acknowledges receipt, but it may not guarantee instant availability.

Synchronous replication ensures real-time data consistency, critical for financial systems.

Reference: EPI CITM study guide, under Business Continuity Management, likely discusses data replication strategies for disaster recovery. Check sections on disaster recovery planning or data availability.

NEW QUESTION # 49

During several project meetings, it is discovered that certain team members are not fully aware of, and/or do not understand, the activities for which they are responsible. Which process is most likely to be blamed for this?

- A. Cost management
- B. Scope management
- **C. Communication management**
- D. Risk management

Answer: C

Explanation:

Team members' lack of awareness or understanding of their responsibilities points to a failure in communication management (C). According to PMBOK, communication management ensures that project information, including roles, responsibilities, and activities, is effectively communicated to all stakeholders.

Poor communication planning or execution (e.g., unclear task assignments or inadequate briefings) can lead to misunderstandings, as seen in this scenario.

* Risk management (A): Focuses on identifying and mitigating risks, not task communication.

* Cost management (B): Deals with budgeting and cost control, not role clarification.

* Scope management (D): Defines project scope and deliverables, but communication management ensures team members understand their responsibilities within that scope.

Reference: EPI CITM study guide, under Project Management, likely covers PMBOK's communication management processes, emphasizing stakeholder engagement and information distribution. Check sections on project communication or stakeholder management.

NEW QUESTION # 50

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

Answer: C

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 # 51

During Post Implementation Review (PIR) of changes, it is lately concluded that an unusual high number of changes failed to meet their objectives. What is the most likely cause of this?

- A. Insufficient budget allocation
- B. Change Advisory Board (CAB) meetings are not taking place
- C. Insufficient resources for change implementation
- **D. Lack of effort in assessing and evaluating change requests**

Answer: D

Explanation:

A high failure rate of changes during Post Implementation Review (PIR) in ITIL's change management process suggests a deficiency in the assessment and evaluation of change requests (A). Proper assessment involves analyzing risks, impacts, and feasibility before approving changes. If this step is inadequate (e.g., overlooking conflicts or underestimating impacts), changes are more likely to fail, as they may not align with objectives or be poorly planned.

* Insufficient resources (B): May cause delays but is less directly tied to failed objectives compared to poor assessment.

* CAB meetings not taking place (C): The CAB reviews changes, but the scenario doesn't indicate meetings are absent; poor assessment can occur even with CAB involvement.

* Insufficient budget (D): May limit implementation but is less likely the primary cause of failed objectives.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management process, emphasizing the importance of change assessment. Check sections on change management or PIR.

NEW QUESTION # 52

Whilst creating the IT service catalog, a needs analysis is conducted. One of the items discussed is the data points required for the IT services. What is the objective of these data points?

- A. To determine the life expectancy of IT services
- B. To identify the data being used by the customer
- **C. To measure the performance of IT services delivered**
- D. To establish the operating hours of the IT services

Answer: C

Explanation:

In ITIL's service catalog management, data points required for IT services are used to measure the performance of IT services delivered (A). These data points (e.g., uptime, response times, incident resolution rates) enable the IT provider to monitor and report on service quality, ensuring alignment with service level agreements (SLAs) and customer expectations. A needs analysis identifies key performance indicators (KPIs) to track service effectiveness.

* Identify data used by the customer (B): Focuses on customer data usage, not service performance.

* Determine life expectancy (C): Relates to service lifecycle planning, not data points.

* Establish operating hours (D): Operating hours are a service attribute, not the primary purpose of data points.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, emphasizing KPIs for performance measurement. Check sections on service catalog or performance metrics.

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