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### EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> <li>• 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.</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>• 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.</li> </ul>
Topic 6	<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 7	<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>

## EXIN EPI Certified Information Technology Manager Sample Questions (Q22-Q27):

### NEW QUESTION # 22

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

**Answer: C**

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 # 23

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

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

**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 # 24

One particular incident repeatedly occurs every first day of the working week. As part of problem management, it is decided to gather a group of technical specialists to conduct problem analysis. Which technique is recommended?

- A. Fault isolation
- **B. 5-Whys**
- C. Technical observation post
- D. Kepner-Tregoe

**Answer: B**

Explanation:

For a recurring incident, problem management in ITIL aims to identify the root cause to prevent future occurrences. The 5-Whys technique (C) is recommended as it involves repeatedly asking "why" to drill down to the root cause of the issue. This simple, effective method is suitable for a group of technical specialists analyzing a recurring problem, such as an incident occurring every Monday, which may stem from a specific process, configuration, or system issue.

\* Kepner-Tregoe (A): A structured decision-making and problem-solving method, more complex and less focused on root cause analysis alone.

\* Technical observation post (B): Not a standard problem management technique; likely a distractor.

\* Fault isolation (D): Focuses on isolating faulty components, more applicable to hardware issues than recurring process-related incidents.

The 5-Whys technique is widely used in ITIL problem management for its simplicity and effectiveness in collaborative root cause analysis.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management techniques, including 5-Whys. Check sections on problem analysis or root cause analysis.

#### NEW QUESTION # 25

As part of the business continuity plan preparations, management wants a site arrangement to facilitate a desk for the workers. Which site do you recommend?

- A. Warm site
- B. Mobile site
- C. Cold site
- **D. Hot site**

**Answer: D**

Explanation:

For a business continuity plan requiring a site to facilitate desks for workers, a hot site (A) is recommended. A hot site is a fully equipped, operational facility with real-time data replication, allowing immediate resumption of operations with minimal downtime.

According to ISO 22301, hot sites are ideal for critical operations requiring desks, IT infrastructure, and immediate availability for workers to continue business processes post-disaster.

\* Cold site (B): A basic facility with minimal equipment, requiring significant setup time, unsuitable for immediate worker use.

\* Warm site (C): Partially equipped with some infrastructure but not fully operational, requiring setup time.

\* Mobile site (D): A temporary, portable solution, less suitable for sustained operations compared to a hot site.

Reference: EPI CITM study guide, under Business Continuity Management, likely discusses recovery site types, emphasizing hot sites for immediate continuity. Check sections on disaster recovery or recovery sites.

### NEW QUESTION # 26

Your organization considers a job rotation program. What is the main objective?

- A. Support the long-term continuity of the organization
- B. Increase staff job satisfaction
- C. Allow staff a diversity in their daily responsibilities
- D. Train staff on a range of activities common in daily operations

**Answer: A**

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 # 27

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