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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> 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	<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">• 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.
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EXIN EPI Certified Information Technology Manager Sample Questions (Q20-Q25):

NEW QUESTION # 20

On behalf of senior management, the Human Resource management department instructs all unit managers to perform appraisal meetings using SMART conditions. Which method is expected to be followed?

- A. Graphic rating scales
- **B. Management By Objectives**
- C. Performance ranking method
- D. Ranking

Answer: B

Explanation:

SMART(Specific, Measurable, Achievable, Relevant, Time-bound) is a goal-setting framework commonly associated with Management By Objectives (MBO). MBO involves setting clear, measurable objectives for employees, aligning individual performance with organizational goals. In appraisal meetings, using SMART conditions ensures that performance goals are clearly defined and trackable, which is a hallmark of MBO.

Graphic rating scales (B) involve rating employees on a scale for various traits, not necessarily tied to SMART goals. Ranking (C) and Performance ranking method (D) focus on comparing employees, which doesn't align with SMART's emphasis on individual, objective-based performance evaluation.

Reference:EPI CITM study guide, under IT Organization, likely discusses performance management and appraisal techniques, referencing MBO in the context of SMART goal-setting. Refer to sections on human resource management or organizational performance.

NEW QUESTION # 21

The new social media platform is multi-media supported and will generate a large volume of raw data. The marketing department has a need for advanced analysis of this data. Which data management technology applies best?

- A. Master Data Management (MDM)
- B. Online Analytical Processing (OLAP)
- C. Digital Asset Management (DAM)
- **D. Big Data Analysis**

Answer: D

Explanation:

The scenario describes a social media platform generating a large volume of raw data(e.g., user interactions, multimedia content) and

a need for advanced analysis by the marketing department. Big Data Analysis (D) is the best technology, as it handles large, unstructured datasets and uses advanced techniques (e.g., machine learning, predictive analytics) to derive insights, such as user behavior or campaign effectiveness.

* Master Data Management (MDM) (A): Focuses on managing core business data (e.g., customer records) for consistency, not analyzing large raw datasets.

* Digital Asset Management (DAM) (B): Manages multimedia assets (e.g., images, videos) for storage and retrieval, not advanced analysis.

* Online Analytical Processing (OLAP) (C): Supports multidimensional analysis of structured data but is less suited for unstructured, large-scale social media data compared to big data tools.

Big Data Analysis aligns with IT strategy for leveraging large datasets to drive business value, as per modern data management frameworks.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data management technologies, emphasizing big data for advanced analytics. Refer to sections on data analytics or emerging technologies.

NEW QUESTION # 22

Business is changing fast, resulting in the need to formally appoint a new staff member responsible for guiding the process in a controlled manner. Which role does apply?

- A. Business Relationship Manager
- B. Risk Manager
- C. Service Level Manager
- **D. Change Manager**

Answer: D

Explanation:

In a fast-changing business environment, a Change Manager (D) is responsible for guiding the change process in a controlled manner. According to ITIL, the Change Manager oversees the change management process, ensuring that changes to IT services or infrastructure are assessed, approved, and implemented with minimal disruption to business operations. This role is critical when rapid business changes require structured control to maintain stability and alignment with organizational goals.

* Risk Manager (A): Focuses on identifying and mitigating risks, not directly managing change processes.

* Service Level Manager (B): Ensures service levels meet agreed standards, focusing on service delivery rather than change control.

* Business Relationship Manager (C): Manages relationships with business stakeholders to align IT services with needs, not specifically change processes.

The Change Manager's role, as defined in ITIL's change management framework, is essential for controlling the pace and impact of changes in a dynamic environment.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, detailing the Change Manager's responsibilities. Check sections on ITIL change management or service transition.

NEW QUESTION # 23

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

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

Answer: D

Explanation:

The correct sequence for 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.

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