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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 6	<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 7	<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>
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## CITM Exam Labs & CITM Latest Exam Preparation

As the tech industry continues to evolve and adapt to new technologies, professionals who hold the EXIN EPI Certified Information Technology Manager (CITM) certification are better equipped to navigate these changes and stay ahead of the curve, increasing their value to employers and clients. In today's fast-paced and ever-changing EXIN sector, having the EXIN CITM Certification has become a necessary requirement for individuals looking to advance their careers and stay competitive in the job market.

### EXIN EPI Certified Information Technology Manager Sample Questions (Q38-Q43):

#### NEW QUESTION # 38

The organization's online retail system popularity has resulted in global demand. To provide customers with a 24x7 option for support in regard to returning products, a virtual assistant is designed providing simple instructions based on pre-defined questions which are commonly asked by customers. Which type of Machine Learning (ML) is applied?

- A. Supervised
- B. Unsupervised
- C. Deep learning
- D. Reinforcement learning

**Answer: A**

Explanation:

The scenario describes a virtual assistant designed to provide simple instructions for product returns based on pre-defined questions commonly asked by customers. This indicates the use of supervised machine learning (B), where the system is trained on a labeled dataset (e.g., questions paired with correct responses) to predict appropriate answers. Supervised learning is ideal for applications like chatbots or virtual assistants that rely on predefined input-output pairs to handle customer queries efficiently.

\* Unsupervised (A): Involves finding patterns in unlabeled data (e.g., clustering), not suitable for predefined question-response tasks.

\* Reinforcement learning (C): Focuses on learning through trial and error with rewards, used in dynamic environments (e.g., robotics), not for static question answering.

\* Deep learning (D): A subset of supervised or unsupervised learning using neural networks, but the question doesn't specify complex architectures, making supervised learning the broader, correct choice.

Supervised learning aligns with IT strategy for deploying AI-driven customer support tools, as it ensures accurate, predictable responses based on trained data, enhancing user experience in a global retail system.

Reference: EPI CITM study guide, under IT Strategy, likely discusses emerging technologies like AI and machine learning, emphasizing supervised learning for customer-facing applications. Refer to sections on artificial intelligence or customer support technologies.

#### NEW QUESTION # 39

Being part of service management, business relationship management follows the principles of the service lifecycle. Which of the below is not part of activities defined in service operation?

- A. Report service performance
- B. Escalation
- C. Communicate scheduled outages
- D. Define service strategy

**Answer: D**

Explanation:

In ITIL, the service operation phase focuses on delivering and managing services, including activities like communicating scheduled outages (A), reporting service performance (B), and handling escalations (C).

Defining service strategy (D) is part of the service strategy phase, not service operation, as it involves planning and aligning services with business goals.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service lifecycle, specifically distinguishing service operation from service strategy. Check sections on ITIL service operation or business relationship management.

#### 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. Re-tender the project
- D. Ignore the business units and change vendor

**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

The project brief/project charter is created. Which of the following is not part of it?

- A. Summary budget
- B. High-level risk
- C. Quality expectations
- **D. Detailed planning**

**Answer: D**

Explanation:

The project charter (or project brief) is a high-level document created during the initiation phase of a project, as defined by PMBOK (Project Management Body of Knowledge). It outlines the project's purpose, objectives, scope, and key elements but does not include detailed planning (A), which occurs during the planning phase after the charter is approved. The charter typically includes:

\* High-level risks (B): Identifies major risks to provide early awareness.

\* Summary budget (C): Provides an initial cost estimate for approval.

\* Quality expectations (D): Defines high-level quality requirements or standards.

Detailed planning, such as creating a detailed Work Breakdown Structure (WBS) or schedule, is part of the project management plan developed later, not the charter.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK's project initiation processes, detailing the components of a project charter. Refer to sections on project initiation or project charter development.



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