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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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.
Topic 3	• 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.

Topic 4	• 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 5	• 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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q29-Q34):

NEW QUESTION # 29
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. Retention
- B. Modification
- C. Sharing
- D. Transferred

Answer: D

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 # 30
During the system (application) development project, the customer wants to know how software will be maintained to assure that future functional requirements are incorporated. What type of system maintenance is the customer looking for?

- A. Preventive maintenance
- B. Corrective maintenance
- C. Adaptive maintenance
- D. Perfective maintenance

Answer: D

Explanation:

The customer's focus on incorporatingfuture functional requirementsindicates a need forperfective maintenance(B). Inapplication management, perfective maintenance involves enhancing software to add new features or improve functionality to meet evolving business needs, such as adding new modules or capabilities.

* Preventive maintenance (A):Focuses on preventing issues by optimizing performance or addressing potential problems, not adding new features.
* Corrective maintenance (C):Involves fixing bugs or errors, not incorporating new functionality.
* Adaptive maintenance (D):Adapts software to environmental changes (e.g., new operating systems), not specifically for new functional requirements.

Perfective maintenance aligns with theSDLC's maintenance phase, ensuring the software evolves to support future business requirements.
Reference:EPI CITM study guide, under Application Management, likely covers software maintenance types in the SDLC, emphasizing perfective maintenance for enhancements. Refer to sections on application lifecycle or maintenance strategies.

NEW QUESTION # 31

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

Answer: D

Explanation:
TheRecovery Point Objective (RPO)(D) inbusiness continuity planningdefines 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 toISO 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 # 32

In vendor selection, what is the most important reason for a reference check?

- A. To verify products by other customers
- B. To obtain financial information for vendor negotiation
- C. To independently verify and validate a vendor's claim
- D. To identify customers not mentioned on the reference list

Answer: C

Explanation:
The most important reason for areference checkinvendor selectionis toindependently verify and validate a vendor's claim(A).
Reference checks involve contacting the vendor's previous or current clients to confirm claims about performance, reliability, and service quality, ensuring the vendor can meet contractual obligations. This aligns withvendor management best practicesto mitigate risks by validating vendor credibility.

* Verify products by other customers (B):Too narrow; reference checks focus on overall performance, not just products.
* Obtain financial information (C):Financial data is obtained through financial due diligence, not reference checks.
* Identify customers not mentioned (D):Not a primary goal; the focus is on validating provided references.
Reference:EPI CITM study guide, under Vendor Selection/Management, likely covers due diligence processes, emphasizing reference checks for validation. Check sections on vendor evaluation or due diligence.

NEW QUESTION # 33

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

Answer: C

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 # 34

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