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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<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 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>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>

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### EXIN EPI Certified Information Technology Manager Sample Questions (Q16-Q21):

#### NEW QUESTION # 16

Lately, the support desk is receiving several requests for password resets from individuals who appear to be unknown to the organization. Possible criminal activities are suspected, and the organization wishes to address this issue in their information security awareness program. What is the area that requires awareness?

- A. Internet usage
- B. Instant (mobile) messaging
- C. Social engineering**
- D. E-mail usage

**Answer: C**

Explanation:

Requests for password resets from unknown individuals suggest social engineering attacks, such as phishing or impersonation, where attackers manipulate users to gain unauthorized access. An information security awareness program should focus on educating staff about social engineering tactics to recognize and prevent such incidents.

E-mail usage (A), instant messaging (B), and internet usage (C) may be vectors for attacks, but the core issue is social engineering, which encompasses tactics used across these channels.

Reference: EPI CITM study guide, under Information Security Management, likely emphasizes social engineering in security awareness training. Refer to sections on security awareness or threat management.

#### NEW QUESTION # 17

Whilst creating the budget for the project, stakeholders demand that the project manager submits a budget proposal as accurate as possible, supported by a Work/Product Breakdown Structure (WBS/PBS). What is the preferred budget estimation?

- A. Analogous estimate
- B. Rough Order of Magnitude (ROM)
- C. Budget estimate
- D. Bottom-up estimate**

**Answer: D**

#### Explanation:

For a budget proposal that must be as accurate as possible and supported by a Work Breakdown Structure (WBS) or Product Breakdown Structure (PBS), the bottom-up estimate (A) is preferred. This method involves estimating costs for each task or deliverable in the WBS/PBS, then aggregating them to calculate the total budget. According to PMBOK, bottom-up estimation leverages detailed data, ensuring high accuracy, especially when a WBS is available.

\* Rough Order of Magnitude (ROM) (B): A high-level estimate with low accuracy ( $\pm 50\%$ ), used early in projects, not suitable for detailed budgeting.

\* Analogous estimate (C): Relies on historical data from similar projects, less accurate than bottom-up when detailed WBS data exists.

\* Budget estimate (D): A general term, not a specific technique, and less precise than bottom-up.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK's cost estimation techniques, emphasizing bottom-up for accurate budgeting. Refer to sections on project cost management or budgeting.

#### NEW QUESTION # 18

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. Digital Asset Management (DAM)
- B. Online Analytical Processing (OLAP)
- C. Master Data Management (MDM)
- 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 # 19

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

#### Answer: A

#### 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 # 20

When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

- A. Price, training, and support
- B. Head count, support, and financial stability
- C. Scope, maintenance, and price
- D. Terms and conditions, maintenance, and terms of engagement

### Answer: B

Explanation:

To ensure continuity in vendor selection, the key criteria include head count (vendor's staffing capacity to deliver services), support (availability of ongoing technical and operational support), and financial stability (ensuring the vendor remains viable to provide services long-term). These factors directly impact the vendor's ability to maintain service delivery without interruptions, which is critical for business continuity.

\* Scope, maintenance, and price (A): Scope and price are important but don't directly ensure continuity; maintenance is a subset of support.

\* Terms and conditions, maintenance, and terms of engagement (B): These are contractual elements, but they don't fully address operational continuity like staffing or financial stability.

\* Price, training, and support (C): Training is less critical for continuity compared to staffing capacity or financial health.

According to vendor management frameworks, continuity is ensured by evaluating the vendor's operational capacity and long-term reliability, making head count, support, and financial stability the minimum criteria.

Reference:EPI CITM study guide, under Vendor Selection/Management, likely covers vendor evaluation criteria, emphasizing continuity factors. Check sections on vendor due diligence or service continuity.

## NEW QUESTION # 21

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