

# CITM試験問題、CITM日本語版テキスト内容



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## EXIN CITM 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none"><li>IT戦略: このセクションでは、IT戦略マネージャーのスキルを評価し、IT戦略の策定とビジネス目標との整合性について学びます。組織目標達成を支援する戦略計画の策定、新興技術の理解、そしてIT投資が競争優位性と業務効率の向上に確実に貢献することに重点を置いています。</li></ul>
トピック 2	<ul style="list-style-type: none"><li>リスク管理: この領域では、ITリスクマネージャーの能力を評価し、IT関連リスクの特定、評価、軽減に取り組みます。リスクフレームワークの構築、コンプライアンス管理、そしてIT資産と運用を保護するための予防策についても取り上げます。</li></ul>
トピック 3	<ul style="list-style-type: none"><li>サービス管理: このドメインはサービスデリバリーマネージャーを対象とし、一貫性と効率性を確保するためのITサービスの管理に重点を置いています。これには、サービスレベルアグリーメント（SLA）の確立、インシデントおよび問題管理、継続的なサービス改善、そしてビジネスニーズに合わせたITサービスの調整が含まれます。</li></ul>

トピック 4	<ul style="list-style-type: none"> <li>IT組織: このドメインはIT運用マネージャーを対象とし、IT組織構造の設計と管理に焦点を当てています。役割と責任の定義、ガバナンスフレームワークの確立、リソースの効果的な管理、ITサービスの提供とビジネスニーズをサポートするためのコラボレーションの促進などが含まれます。</li> </ul>
トピック 5	<ul style="list-style-type: none"> <li>情報セキュリティ管理: このセクションは情報セキュリティマネージャーを対象としており、情報資産を脅威から保護することに焦点を当てています。ポリシー策定、セキュリティ管理の実装、インシデント対応、データ保護、そして機密性、整合性、可用性を維持するための法的および規制要件の遵守を網羅しています。</li> </ul>
トピック 6	<ul style="list-style-type: none"> <li>アプリケーション管理: このセクションでは、ITアプリケーションのライフサイクルを管理するアプリケーションマネージャーのスキルを評価します。アプリケーション開発サポート、保守、アップグレード、ユーザーサポート、そしてビジネスニーズに沿った機能およびパフォーマンス基準をアプリケーションが満たしていることの確認などが含まれます。</li> </ul>

>> CITM試験問題 <<

## CITM日本語版テキスト内容、CITM日本語受験教科書

Japancert提供した商品の品質はととても良く、しかも更新のスピードももっともはやくて、もし君はEXINのCITMの認証試験に関する学習資料をしっかりと勉強して、成功することも簡単になります。

## EXIN EPI Certified Information Technology Manager 認定 CITM 試験問題 (Q37-Q42):

### 質問 # 37

Before the marketing department will decide on a new advertising campaign, it wants to be able to gain more insights into the customer, being able to predict the products customers will purchase in the near future. What is a 'must-have' criterion in terms of the technology the marketing department is interested in?

- A. Business Intelligence (BI)
- **B. Advanced analytics**
- C. Records Management System (RMS)
- D. Ad hoc analysis

正解: **B**

解説:

To predict future customer purchases, the marketing department requires advanced analytics (B), which involves sophisticated data analysis techniques, such as predictive modeling, machine learning, and data mining. These technologies enable the department to analyze customer behavior, identify patterns, and forecast purchasing trends, supporting targeted advertising campaigns.

\* Records Management System (RMS) (A): Focuses on managing and storing records, not predictive analysis.

\* Ad hoc analysis (C): Allows for on-demand, one-off queries but lacks the predictive capabilities of advanced analytics.

\* Business Intelligence (BI) (D): Provides reporting and historical data analysis but is less focused on predictive modeling compared to advanced analytics.

Advanced analytics aligns with IT strategy goals of leveraging data for competitive advantage, as it supports predictive insights critical for marketing decisions.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data-driven technologies like advanced analytics for business decision-making. Refer to sections on emerging technologies or data analytics.

### 質問 # 38

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. Kepner-Tregoe

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

正解: C

解説:

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.

### 質問 # 39

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

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

正解: B

解説:

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.

### 質問 # 40

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. Digital Asset Management (DAM)
- **D. Big Data Analysis**

正解: D

解説:

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.

#### 質問 # 41

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

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

正解: A

解説:

The correct sequence for a 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.

\* Option B: Incorrect, as "communication" is not a distinct step in risk assessment; it's embedded throughout.

\* Option D: Incorrect, as it skips "establish context," which is essential for defining the assessment's scope.

This sequence ensures a structured, systematic approach to risk assessment, aligning with organizational objectives.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000 or ISO/IEC 27001 for risk assessment processes. Check sections on risk assessment methodologies or risk management lifecycle.

#### 質問 # 42

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CITM日本語版テキスト内容: <https://www.japancert.com/CITM.html>

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