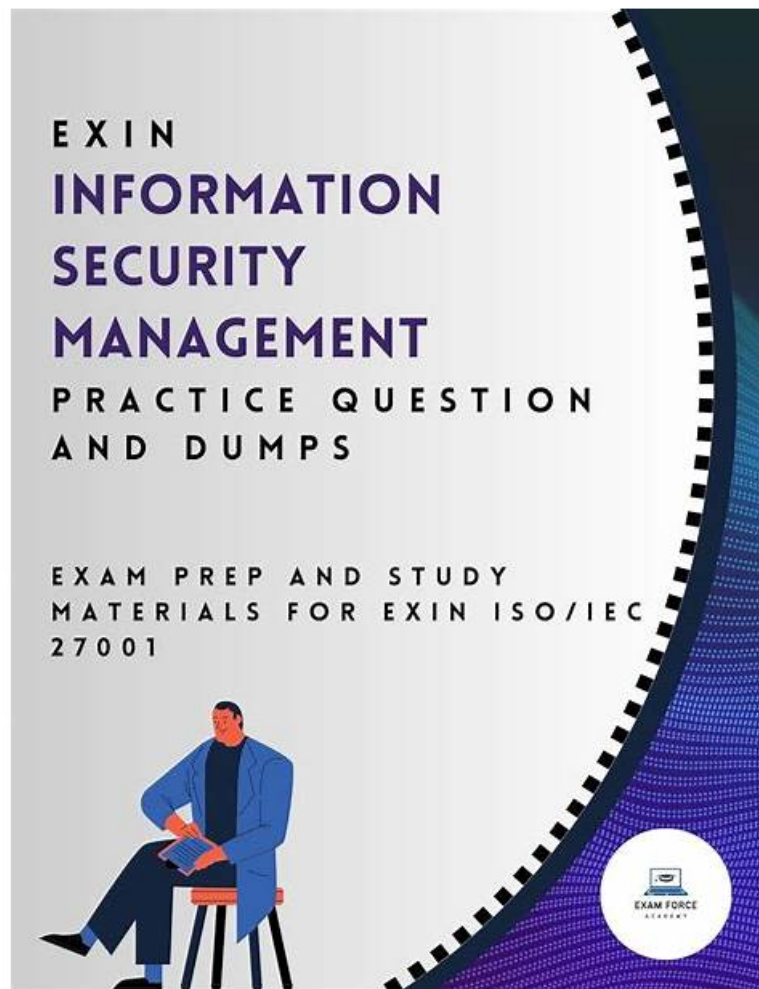


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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">Vendor SelectionManagement: 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.

Topic 3	<ul style="list-style-type: none"> 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 4	<ul style="list-style-type: none"> 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.
Topic 5	<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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q32-Q37):

NEW QUESTION # 32

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. Performance ranking method
- **B. Management By Objectives**
- C. Graphic rating scales
- 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 # 33

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. Ad hoc analysis
- **C. Advanced analytics**
- D. Records Management System (RMS)

Answer: C

Explanation:

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.

NEW QUESTION # 34

The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- **A. Are there any changes in the IT service provider organization?**
- B. Are any of the existing services up for retiring within the foreseeable future?
- C. Are the service offerings still relevant and appropriate?
- D. Are there any new laws, codes, and/or regulations which might impact the current service offerings?

Answer: A

Explanation:

Reviewing an IT service catalog, as per ITIL service asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:

* Retiring services (A): Assessing whether services are outdated or no longer needed is critical.

* New laws, codes, or regulations (B): Compliance with legal or regulatory changes is essential to avoid penalties.

* Service relevance and appropriateness (D): Ensures services meet current business objectives and user needs.

Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, detailing review criteria. Check sections on service portfolio or catalog management.

NEW QUESTION # 35

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

Answer: B

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 (B) 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) (D): 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 # 36

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

Answer: B

Explanation:

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.

NEW QUESTION # 37

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