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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none">• 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.
Topic 3	<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 4	<ul style="list-style-type: none">• 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.

Topic 5	<ul style="list-style-type: none"> • 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 (Q33-Q38):

NEW QUESTION # 33

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. Graphic rating scales
- B. Performance ranking method
- C. Ranking
- **D. Management By Objectives**

Answer: D

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 # 34

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

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

Answer: B

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

For one of the mission-critical applications in a financial institution, data must be made instantly available at two locations. Which replication mode do you recommend?

- A. Asynchronous replication
- **B. Synchronous replication**
- C. Semi-synchronous replication
- D. Instant replication

Answer: B

Explanation:

For a mission-critical application in a financial institution requiring data to be instantly available at two locations, synchronous replication (B) is recommended. Synchronous replication ensures that data is written to both the primary and secondary locations simultaneously, guaranteeing no data loss and immediate availability at both sites. This is critical for financial applications where data integrity and zero recovery point objective (RPO) are essential, as per business continuity and disaster recovery frameworks like ISO 22301.

* Instant replication (A): Not a standard term in replication strategies; likely a distractor.

* Asynchronous replication (C): Data is replicated with a delay, risking data loss in case of failure, unsuitable for instant availability.

* Semi-synchronous replication (D): A compromise where the primary site continues after the secondary acknowledges receipt, but it may not guarantee instant availability.

Synchronous replication ensures real-time data consistency, critical for financial systems.

Reference:EPI CITM study guide, under Business Continuity Management, likely discusses data replication strategies for disaster recovery. Check sections on disaster recovery planning or data availability.

NEW QUESTION # 36

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

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

Answer: A

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.

NEW QUESTION # 37

Whilst creating the IT service catalog, a needs analysis is conducted. One of the items discussed is the data points required for the IT services. What is the objective of these data points?

- A. To identify the data being used by the customer
- **B. To measure the performance of IT services delivered**
- C. To determine the life expectancy of IT services
- D. To establish the operating hours of the IT services

Answer: B

Explanation:

In ITIL's service catalog management, data points required for IT services are used to measure the performance of IT services delivered (A). These data points (e.g., uptime, response times, incident resolution rates) enable the IT provider to monitor and report on service quality, ensuring alignment with service level agreements (SLAs) and customer expectations. A needs analysis identifies key performance indicators (KPIs) to track service effectiveness.

* Identify data used by the customer (B): Focuses on customer data usage, not service performance.

* Determine life expectancy (C): Relates to service lifecycle planning, not data points.

* Establish operating hours (D): Operating hours are a service attribute, not the primary purpose of data points.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, emphasizing KPIs for performance measurement. Check sections on service catalog or performance metrics.

NEW QUESTION # 38

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As the quick development of the world economy and intense competition in the international, the world labor market presents many new trends: company's demand for the excellent people is growing. As is known to us, the CITM certification is one mainly mark of the excellent. If you don't have enough ability, it is very possible for you to be washed out. On the contrary, the combination of experience and the CITM Certification could help you resume stand out in a competitive job market.

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