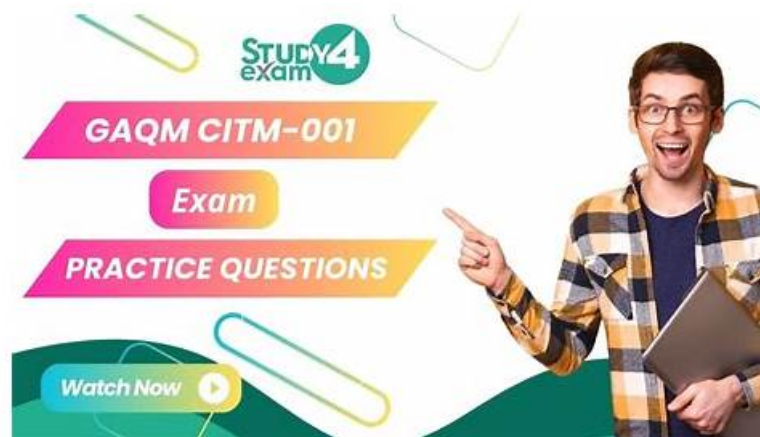# Unlimited CITM Exam Practice - CITM Real Braindumps

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	- Vendor Selection - Management: 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 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	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 4	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	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 6	• 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 (Q16-Q21):

NEW QUESTION # 16
Controls to manage risk have been implemented and evaluated successfully. Risks are now at the level which the organization is willing to accept. What is the name of this risk?

- A. Reduced risk
- B. Lowered risk
- C. Modified risk
- D. Residual risk

Answer: D

Explanation:
Inrisk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is calledresidual risk(C). According to frameworks likeISO/IEC 27001andCOBIT, residual risk represents the level of risk that persists after applying controls, deemed acceptable based on the organization's risk appetite. For example, if a control reduces the likelihood or impact of a threat (e.g., data breach), the remaining exposure is the residual risk, which the organization monitors but does not further mitigate unless necessary.
* Reduced risk (A):Not a standard term; implies a general decrease but lacks specificity.
* Lowered risk (B):Similar to reduced risk, not a recognized term in risk management frameworks.
* Modified risk (D):Implies risk alteration but is not a standard term for post-control risk levels.
Residual risk is a critical concept in risk management, ensuring organizations understand and accept the remaining exposure after mitigation efforts.
Reference:EPI CITM study guide, under Risk Management, likely references ISO/IEC 27001 or COBIT, emphasizing residual risk in risk assessment and treatment processes. Check sections on risk management frameworks or risk evaluation.

NEW QUESTION # 17
The new system (application) is ready for adoption (implementation). The customer is concerned that an instant change-over from the current system to the new system will create a large impact on the user base.
You are requested to propose an approach for adoption. Which of the items listed below is recommended?

- A. Big bang
- B. Coordinated
- C. Phased
- D. Parallel

Answer: D

Explanation:

When implementing a new system, the customer's concern about a large impact on the user base suggests the need for a low-risk, controlled adoption strategy. Inapplication management, theparalleladoption approach (B) involves running both the old and new systems simultaneously for a period, allowing users to transition gradually while ensuring the new system functions correctly. This minimizes disruption, as the old system remains operational as a fallback if issues arise with the new system.

* Big bang (A):This approach involves switching entirely to the new system at once, which is high-risk and likely to cause significant disruption, especially for a concerned user base. It's unsuitable here due to the potential for widespread impact.

* Coordinated (C):This is not a standard term in application deployment strategies. It may imply a managed transition but lacks the specificity of parallel or phased approaches.

* Phased (D):This involves rolling out the new system incrementally (e.g., by department or module), which reduces risk but doesn't provide the same level of safety as parallel, where both systems run concurrently to ensure continuity.

Theparallelapproach is ideal for mitigating risks during a critical system transition, as it allows validation of the new system's performance while maintaining business continuity. According toITILorSDLCframeworks, parallel adoption is often recommended for mission-critical systems to ensure stability and user acceptance.

Reference:EPI CITM study guide, under Application Management, likely discusses system implementation strategies within the Software Development Life Cycle (SDLC) or ITIL's service asset and configuration management. Refer to sections on application deployment, transition planning, or change management for details on parallel adoption.

NEW QUESTION # 18

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

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

Answer: A

Explanation:

The main objective of ajob rotation programin anIT organizationis tosupport 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 withIT organizationprinciples 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 tohuman resource managementframeworks, 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.

NEW QUESTION # 19

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

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

Answer: A

Explanation:

The main objective of ajob rotation programin anIT organizationis tosupport 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 withIT organizationprinciples 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 tohuman resource managementframeworks, 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.

NEW QUESTION # 20
What is the Critical Success Factor (CSF) in IT services review?

- A. Explain shortcomings and bottlenecks during IT services review meeting with the customer
- B. Evaluate deliverables before meeting the customer for an IT service review
- C. Inform customers on improvements made
- D. Suitable location for the IT service review meeting to take place

Answer: B

Explanation:
ACritical Success Factor (CSF)inIT services review, as perITIL's service management framework, is to evaluate deliverables before meeting the customer for an IT service review(A). This ensures that the IT service provider has thoroughly assessed service performance, identified issues, and prepared actionable insights or recommendations to discuss with the customer. Pre-evaluating deliverables enables a productive review meeting, ensuring alignment with customer expectations and service level agreements (SLAs).
* Suitable location (B):Logistical factors like location are not critical to the success of the review process.
* Explain shortcomings and bottlenecks (C):While transparency is important, focusing only on issues without prior evaluation may undermine the review's effectiveness.
* Inform customers on improvements (D):Informing about improvements is part of the review but not the CSF; evaluation of deliverables is the foundation for meaningful discussions.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's service review processes, emphasizing preparation and evaluation. Check sections on service level management or service review.

NEW QUESTION # 21
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