

# CITM復習問題集 & CITM試験参考書



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>> CITM復習問題集 <<

## CITM試験参考書 & CITMテスト資料

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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>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>
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トピック 3	<ul style="list-style-type: none"><li>事業継続管理：このセクションでは、事業継続マネージャーのスキルを評価し、業務中断時のITの可用性と回復力を確保するための戦略の立案と実施について学びます。リスク評価、災害復旧計画、バックアップ手順、そしてビジネスへの影響を最小限に抑えるためのテストなどが含まれます。</li></ul>

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## EXIN EPI Certified Information Technology Manager 認定 CITM 試験問題 (Q27-Q32):

### 質問 # 27

Senior management is concerned fraudulent activities may take place during large financial transactions. To reduce the risk of fraud, it expects the proper controls to be in place. Which security principle is in need of the highest attention?

- A. Confidentiality
- B. Availability
- C. Reliability
- **D. Integrity**

正解: D

解説:

To reduce the risk of fraud in large financial transactions, the security principle of integrity (C) requires the highest attention. Integrity, as per ISO/IEC 27001's CIA triad (Confidentiality, Integrity, Availability), ensures that data is accurate, complete, and unaltered. Fraud often involves manipulating transaction data, so controls like data validation, checksums, or audit trails are critical to maintain integrity and prevent unauthorized changes.

\* Confidentiality (A): Protects data from unauthorized access, less directly related to fraud prevention.

\* Availability (B): Ensures system access, not the primary concern for fraud.

\* Reliability (D): Not a standard CIA triad principle; may relate to system performance but not fraud.

Reference: EPI CITM study guide, under Information Security Management, likely references the CIA triad, emphasizing integrity for fraud prevention. Check sections on security principles or fraud controls.

### 質問 # 28

The organization's online retail system popularity has resulted in global demand. To provide customers with a 24x7 option for support in regard to returning products, a virtual assistant is designed providing simple instructions based on pre-defined questions which are commonly asked by customers. Which type of Machine Learning (ML) is applied?

- A. Deep learning
- B. Unsupervised
- C. Reinforcement learning
- **D. Supervised**

正解: D

解説:

The scenario describes a virtual assistant designed to provide simple instructions for product returns based on pre-defined questions commonly asked by customers. This indicates the use of supervised machine learning (B), where the system is trained on a labeled dataset (e.g., questions paired with correct responses) to predict appropriate answers. Supervised learning is ideal for applications like chatbots or virtual assistants that rely on predefined input-output pairs to handle customer queries efficiently.

\* Unsupervised (A): Involves finding patterns in unlabeled data (e.g., clustering), not suitable for predefined question-response tasks.

\* Reinforcement learning (C): Focuses on learning through trial and error with rewards, used in dynamic environments (e.g., robotics), not for static question answering.

\* Deep learning (D): A subset of supervised or unsupervised learning using neural networks, but the question doesn't specify complex architectures, making supervised learning the broader, correct choice.

Supervised learning aligns with IT strategy for deploying AI-driven customer support tools, as it ensures accurate, predictable responses based on trained data, enhancing user experience in a global retail system.

Reference: EPI CITM study guide, under IT Strategy, likely discusses emerging technologies like AI and machine learning, emphasizing supervised learning for customer-facing applications. Refer to sections on artificial intelligence or customer support technologies.

### 質問 # 29

During financial year closing, a processing error in a critical financial system occurs. Senior management demands a change to be implemented in order to not further delay the business processes. Which sort of change is applied?

- A. Emergency
- B. Exceptional
- C. Normal
- D. Standard

正解: A

解説:

In ITIL (Information Technology Infrastructure Library), an emergency change is implemented to address urgent issues that significantly impact business operations, such as a processing error during financial year closing. Emergency changes are fast-tracked to restore service or prevent further disruption, bypassing some standard change management processes while still requiring approval. Normal changes (A) follow the full change management process, standard changes (B) are pre-approved and routine, and exceptional (C) is not a standard ITIL term. Emergency change (D) fits the scenario of urgent action to avoid business delays. Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, specifically emergency changes. Refer to the section on ITIL change management or service operation.

### 質問 # 30

In testing the business continuity plan, senior business managers wish to compare data which is in both the main and alternative site, before participating in a full interruption test. Which type of test do they want to take place?

- A. Checklist test
- B. Structured walk-through test
- C. Parallel test
- D. Simulation test

正解: C

解説:

A parallel test (A) in business continuity planning involves running systems at both the primary and alternate sites simultaneously to compare data and ensure the alternate site can handle operations effectively. This test verifies data replication and system functionality without interrupting normal operations, aligning with the managers' desire to compare data before a full interruption test. \* Simulation test (B): This involves simulating a disaster scenario to test response procedures without activating the alternate site, so it doesn't focus on data comparison. \* Structured walk-through test (C): This is a tabletop exercise where team members discuss and review the plan without executing systems or comparing data. \* Checklist test (D): This involves reviewing the business continuity plan against a checklist to ensure completeness, not comparing data between sites. According to ISO 22301 or business continuity management frameworks, a parallel test is used to validate recovery capabilities while maintaining operations at the primary site, making it ideal for the scenario described. Reference: EPI CITM study guide, under Business Continuity Management, likely covers business continuity testing methodologies, referencing parallel tests in the context of disaster recovery validation. Check sections on business continuity planning or testing strategies.

### 質問 # 31

To further reduce fraud cases in the transfer of land titles, the government introduces a new system which, in the back-end, makes use of blockchain technology. Key functionality of the system is speed of transmission and privacy. Which type of blockchain is most preferred for this type of application?

- A. Consortium blockchain
- B. Community blockchain
- C. Private blockchain
- D. Public blockchain

