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## GAQM CITM-001

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### EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Business Continuity Management: This section measures the skills of a Business Continuity Manager and covers planning and implementing strategies to ensure IT availability and resilience during disruptions. It includes risk assessment, disaster recovery planning, backup procedures, and testing to minimize business impact.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

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

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## EXIN EPI Certified Information Technology Manager Sample Questions (Q40-Q45):

### NEW QUESTION # 40

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

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

**Answer: B**

Explanation:

The correct sequence for 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.

#### NEW QUESTION # 41

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

- A. Maximum Time Allowed (MTA)
- B. Recovery Time Objective (RTO)
- **C. Recovery Point Objective (RPO)**
- D. Maximum Allowable Outage (MAO)

**Answer: C**

Explanation:

The Recovery Point Objective (RPO) (D) in business continuity planning defines the maximum age of data (i.e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be lost. According to ISO 22301, RPO is critical for determining backup and replication strategies.

\* Maximum Time Allowed (MTA) (A): Not a standard term in business continuity.

\* Recovery Time Objective (RTO) (B): Defines the maximum downtime before recovery, not data loss.

\* Maximum Allowable Outage (MAO) (C): Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers RPO and RTO in disaster recovery planning. Check sections on business continuity metrics or recovery strategies.

#### NEW QUESTION # 42

Before signing the contract with the proposed vendor, concerns have been raised over future price increases.

The internal business units, however, insist that the agreement with the vendor must take place as a result of the vendor evaluation process. What is the likely action to take?

- A. Ignore the business units and change vendor
- B. Re-tender the project
- C. Sign the contract
- **D. Include contractual terms**

**Answer: D**

Explanation:

Concerns about future price increases can be addressed by including contractual terms (B) in the agreement to limit or regulate price escalations (e.g., fixed pricing, escalation clauses, or review mechanisms). This approach balances the business units' insistence on proceeding with the selected vendor (based on a thorough evaluation) while mitigating financial risks. According to vendor management best practices, contracts should include clear terms to protect against unforeseen cost increases, ensuring alignment with business objectives.

\* Ignore the business units and change vendor (A): Contradicts the evaluation process and business units' decision, risking misalignment.

\* Sign the contract (C): Ignores the price increase concern, potentially exposing the organization to financial risk.

\* Re-tender the project (D): Unnecessary, as the vendor was selected through evaluation; contractual terms can address the concern without restarting the process.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely discusses contract negotiation strategies, emphasizing risk mitigation through contractual terms. Check sections on vendor contracts or procurement.

#### NEW QUESTION # 43

Senior management suspects possible threats in the IT organization and demands a high-level assessment which will list risks identified in order of priority for treatment. Which type of analysis should be conducted?

- A. Ad hoc analysis
- **B. Qualitative analysis**
- C. Semi-quantitative analysis
- D. Quantitative analysis

**Answer: B**

Explanation:

A high-level assessment to list risks in order of priority for treatment is best conducted using qualitative analysis (D). According to ISO 31000, qualitative risk analysis assesses risks based on their likelihood and impact using non-numerical methods (e.g., risk matrices, high/medium/low ratings). This approach is suitable for high-level assessments, as it quickly prioritizes risks without requiring detailed quantitative data, aligning with senior management's needs for a prioritized risk list.

\* Quantitative analysis (A): Uses numerical data (e.g., cost estimates, probabilities) for detailed analysis, not ideal for high-level overviews.

\* Semi-quantitative analysis (B): Combines qualitative and quantitative methods, but is more detailed than needed for a high-level assessment.

\* Ad hoc analysis (C): Not a standard risk analysis method; implies informal analysis, unsuitable for structured prioritization.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000's qualitative risk analysis for high-level assessments. Check sections on risk assessment or prioritization.

#### NEW QUESTION # 44

In vendor selection, what is the most important reason for a reference check?

- **A. To independently verify and validate a vendor's claim**
- B. To verify products by other customers
- C. To identify customers not mentioned on the reference list
- D. To obtain financial information for vendor negotiation

**Answer: A**

Explanation:

The most important reason for a reference check in vendor selection is to independently verify and validate a vendor's claim (A).

Reference checks involve contacting the vendor's previous or current clients to confirm claims about performance, reliability, and service quality, ensuring the vendor can meet contractual obligations. This aligns with vendor management best practices to mitigate risks by validating vendor credibility.

\* Verify products by other customers (B): Too narrow; reference checks focus on overall performance, not just products.

\* Obtain financial information (C): Financial data is obtained through financial due diligence, not reference checks.

\* Identify customers not mentioned (D): Not a primary goal; the focus is on validating provided references.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers due diligence processes, emphasizing reference checks for validation. Check sections on vendor evaluation or due diligence.

#### NEW QUESTION # 45

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