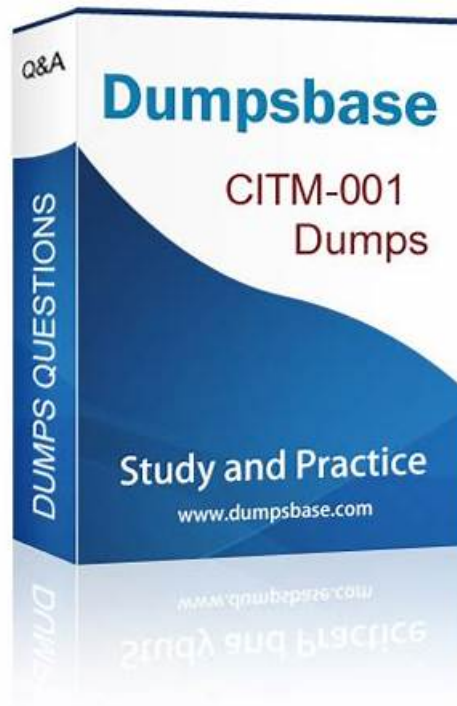


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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none">• 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.
Topic 4	<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 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 (Q46-Q51):

NEW QUESTION # 46

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

Answer: D

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 # 47

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

Answer: D

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 # 48

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. Modified risk
- C. Lowered risk
- **D. Residual risk**

Answer: D

Explanation:

In risk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is called residual risk (C). According to frameworks like ISO/IEC 27001 and COBIT, 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 # 49

A customer survey needs to be designed. What is the most important factor for success?

- **A. Relevant questions to meet the objective**
- B. Make use of leading and loaded questions
- C. Use a rating scale only
- D. Minimum duration to complete

Answer: A

Explanation:

The most important factor for a successful customer survey in service management is relevant questions to meet the objective (A).

According to ITIL's continual service improvement (CSI), surveys must be designed with questions that align with the survey's goals (e.g., assessing service quality or customer satisfaction) to gather meaningful data for actionable improvements.

* Use a rating scale only (B):Restricting to rating scales limits question variety and may not capture qualitative insights.

* Leading and loaded questions (C):These bias responses, reducing survey validity.

* Minimum duration (D):While brevity is important, relevance of questions is critical for achieving the survey's purpose.

Reference:EPI CITM study guide, under Service Management, likely references ITIL's CSI framework for survey design. Check sections on customer feedback or service improvement.

NEW QUESTION # 50

In system (application) development, a use case (user story) is a list of steps defining interactions between a role and a system to achieve a goal. What type of requirement is mentioned here?

- A. Security requirement
- B. Behavioral requirement
- **C. Functional requirement**

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