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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">• 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 3	<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.

Topic 4	<ul style="list-style-type: none"> • 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.
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EXIN EPI Certified Information Technology Manager Sample Questions (Q46-Q51):

NEW QUESTION # 46

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

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

Answer: B

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 # 47

The IT department is requested to select and implement technology and support which will deliver knowledge capable of supporting cross-functional business units. What do you require?

- A. Both
- B. Information management
- C. Data management

Answer: A

Explanation:

To deliver knowledge supporting cross-functional business units, both information management (A) and data management (B) are required (C). Data management ensures raw data is collected, stored, and organized (e.g., databases, data quality), while information management transforms data into meaningful knowledge (e.g., through analytics, reporting, or knowledge bases) accessible to business units. According to COBIT or IT strategy frameworks, integrating data and information management enables cross-functional collaboration by providing actionable insights and knowledge sharing.

- * Information management alone (A): Focuses on knowledge delivery but relies on well-managed data.
- * Data management alone (B): Provides raw data but lacks the processes to turn it into usable knowledge.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data and information management for enabling business processes. Refer to sections on knowledge management or data governance.

NEW QUESTION # 48

Business is changing fast, resulting in the need to formally appoint a new staff member responsible for guiding the process in a controlled manner. Which role does apply?

- A. Service Level Manager
- **B. Change Manager**
- C. Risk Manager
- D. Business Relationship Manager

Answer: B

Explanation:

In a fast-changing business environment, a Change Manager (D) is responsible for guiding the change process in a controlled manner. According to ITIL, the Change Manager oversees the change management process, ensuring that changes to IT services or infrastructure are assessed, approved, and implemented with minimal disruption to business operations. This role is critical when rapid business changes require structured control to maintain stability and alignment with organizational goals.

* Risk Manager (A): Focuses on identifying and mitigating risks, not directly managing change processes.

* Service Level Manager (B): Ensures service levels meet agreed standards, focusing on service delivery rather than change control.

* Business Relationship Manager (C): Manages relationships with business stakeholders to align IT services with needs, not specifically change processes.

The Change Manager's role, as defined in ITIL's change management framework, is essential for controlling the pace and impact of changes in a dynamic environment.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, detailing the Change Manager's responsibilities. Check sections on ITIL change management or service transition.

NEW QUESTION # 49

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

Answer: B

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 # 50

From the list below, which activity is not considered to be an activity in the software development phase?

- A. Testing
- B. Documenting
- **C. Implementation**
- D. Code writing

Answer: C

Explanation:

In the Software Development Life Cycle (SDLC), the development phase typically includes code writing (A), testing (B), and documenting (C) to build and verify the software. Implementation (D) is part of the deployment phase, where the software is installed and made operational in the production environment, not part of development.

Reference: EPI CITM study guide, under Application Management, likely covers SDLC phases, distinguishing development from

