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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q28-Q33):

NEW QUESTION # 28
When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

- A. Scope, maintenance, and price
- B. Head count, support, and financial stability
- C. Terms and conditions, maintenance, and terms of engagement
- D. Price, training, and support

Answer: B

Explanation:
To ensure continuity in vendor selection, the key criteria include head count (vendor's staffing capacity to deliver services), support (availability of ongoing technical and operational support), and financial stability (ensuring the vendor remains viable to provide services long-term). These factors directly impact the vendor's ability to maintain service delivery without interruptions, which is critical for business continuity.
* Scope, maintenance, and price (A): Scope and price are important but don't directly ensure continuity; maintenance is a subset of support.
* Terms and conditions, maintenance, and terms of engagement (B): These are contractual elements, but they don't fully address operational continuity like staffing or financial stability.
* Price, training, and support (C): Training is less critical for continuity compared to staffing capacity or financial health.
According to vendor management frameworks, continuity is ensured by evaluating the vendor's operational capacity and long-term reliability, making head count, support, and financial stability the minimum criteria.
Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers vendor evaluation criteria, emphasizing continuity factors. Check sections on vendor due diligence or service continuity.

NEW QUESTION # 29
During Post Implementation Review (PIR) of changes, it is lately concluded that an unusual high number of changes failed to meet their objectives. What is the most likely cause of this?

- A. Insufficient resources for change implementation
- B. Change Advisory Board (CAB) meetings are not taking place
- C. Insufficient budget allocation
- D. Lack of effort in assessing and evaluating change requests

Answer: D

Explanation:
A high failure rate of changes duringPost Implementation Review (PIR)inITIL's change management process suggests a deficiency in theassessment and evaluation of change requests(A). Proper assessment involves analyzing risks, impacts, and feasibility before approving changes. If this step is inadequate (e.g., overlooking conflicts or underestimating impacts), changes are more likely to fail, as they may not align with objectives or be poorly planned.
* Insufficient resources (B):May cause delays but is less directly tied to failed objectives compared to poor assessment.
* CAB meetings not taking place (C):The CAB reviews changes, but the scenario doesn't indicate meetings are absent; poor assessment can occur even with CAB involvement.
* Insufficient budget (D):May limit implementation but is less likely the primary cause of failed objectives.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's change management process, emphasizing the importance of change assessment. Check sections on change management or PIR.

NEW QUESTION # 30
As part of feedback collection techniques, it is suggested to include anonymous feedback. What would be the most likely reason for this?

- A. Promotion of honest feedback while avoiding fear for backfiring on the participant
- B. Easier processing of data collected
- C. Reduced time spent for feedback participant
- D. Avoidance of non-compliance to regulations

Answer: A

Explanation:
The primary reason for includinganonymous feedbackin feedback collection is topromote honest feedback while avoiding fear for backfiring on the participant(B). Anonymity encourages participants to provide candid, truthful responses without worrying about repercussions, such as criticism or retaliation, which is critical inservice managementfor gathering accurate insights into service quality or issues. According toITIL's continual service improvement (CSI), honest feedback is essential for identifying areas for improvement.
* Avoidance of non-compliance (A):Anonymity is unrelated to regulatory compliance in this context.
* Easier processing of data (C):Anonymity may complicate data processing by removing identifiers, not simplifying it.
* Reduced time (D):Anonymity doesn't inherently reduce the time required for feedback.
Reference:EPI CITM study guide, under Service Management, likely discusses feedback collection in ITIL's CSI framework, emphasizing anonymity for honest input. Check sections on customer feedback or service improvement.

NEW QUESTION # 31
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. Management By Objectives
- B. Ranking
- C. Graphic rating scales
- D. Performance ranking method

Answer: A

Explanation:
SMART(Specific, Measurable, Achievable, Relevant, Time-bound) is a goal-setting framework commonly associated withManagement 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 # 32

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

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

Answer: C

Explanation:

The main objective of a job rotation program in an IT organization is to support 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 with IT organization principles 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 to human resource management frameworks, 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 # 33

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