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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> • 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 5	<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.
Topic 6	<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 7	<ul style="list-style-type: none"> • 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 8	<ul style="list-style-type: none"> • 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.

EXIN EPI Certified Information Technology Manager Sample Questions (Q10-Q15):

NEW QUESTION # 10

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

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

Answer: D

Explanation:

The primary reason for including anonymous feedback in feedback collection is to promote 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 in service management for gathering accurate insights into service quality or issues. According to ITIL'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 # 11

One of the company's assets is valued at \$200,000.00. Based on historical data, the exposure factor is 25%, and the Annual Loss Expectancy (ALE) is calculated at \$100,000.00. What is the Annualized Rate of Occurrence (ARO)?

- A. 0
- B. 0.4
- C. 1

Answer: C

Explanation:

In risk management, the Annual Loss Expectancy (ALE) is calculated as:

$ALE = \text{Single Loss Expectancy (SLE)} \times \text{Annualized Rate of Occurrence (ARO)}$, where $SLE = \text{Asset Value} \times \text{Exposure Factor (EF)}$.

Given:

* Asset Value = \$200,000

* Exposure Factor (EF) = 25% = 0.25

* ALE = \$100,000

Calculate SLE:

$SLE = \text{Asset Value} \times EF = \$200,000 \times 0.25 = \$50,000$

Calculate ARO:

$ALE = SLE \times ARO$

$\$100,000 = \$50,000 \times ARO$

$ARO = \$100,000 \div \$50,000 = 2$

Thus, the Annualized Rate of Occurrence (ARO) is 2 (C), meaning the incident is expected to occur twice per year.

* 0.4 (A): Incorrect; implies a lower frequency (0.4 times per year).

* 1 (B): Incorrect; would yield an ALE of \$50,000, not \$100,000.

Reference: EPI CITM study guide, under Risk Management, likely covers quantitative risk analysis, including ALE, SLE, and ARO calculations. Check sections on risk assessment or quantitative analysis.

NEW QUESTION # 12

Before the marketing department will decide on a new advertising campaign, it wants to be able to gain more insights into the customer, being able to predict the products customers will purchase in the near future. What is a 'must-have' criterion in terms of the technology the marketing department is interested in?

- A. Ad hoc analysis
- B. Business Intelligence (BI)
- C. Advanced analytics
- D. Records Management System (RMS)

Answer: C

Explanation:

To predict future customer purchases, the marketing department requires advanced analytics (B), which involves sophisticated data analysis techniques, such as predictive modeling, machine learning, and data mining. These technologies enable the department to analyze customer behavior, identify patterns, and forecast purchasing trends, supporting targeted advertising campaigns.

* Records Management System (RMS) (A): Focuses on managing and storing records, not predictive analysis.

* Ad hoc analysis (C): Allows for on-demand, one-off queries but lacks the predictive capabilities of advanced analytics.

* Business Intelligence (BI) (D): Provides reporting and historical data analysis but is less focused on predictive modeling compared to advanced analytics.

Advanced analytics aligns with IT strategy goals of leveraging data for competitive advantage, as it supports predictive insights critical for marketing decisions.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data-driven technologies like advanced analytics for business decision-making. Refer to sections on emerging technologies or data analytics.

NEW QUESTION # 13

A technical team investigating possible controls concludes that the most preferred control cannot be implemented as a result of too many constraints and decides to propose the second-best control. How is this control being referred to?

- A. Deterrent

- B. Detective control
- **C. Compensating control**
- D. Corrective control

Answer: C

Explanation:

A compensating control is an alternative control implemented when the preferred control cannot be applied due to constraints (e.g., technical, financial, or operational). According to frameworks like COBIT or ISO/IEC

27001, compensating controls provide equivalent or partial risk mitigation when the primary control is infeasible.

Deterrent controls (A) discourage violations, detective controls (C) identify incidents, and corrective controls (D) address issues after they occur. Only compensating control (B) fits the scenario of a second-best alternative due to constraints.

Reference: EPI CITM study guide, under Information Security Management, likely discusses control types, referencing compensating controls in risk management frameworks. Refer to sections on security controls or risk mitigation.

NEW QUESTION # 14

The Service Level Agreement (SLA) mentions a section 'estimated system response times'. What is not a key factor for a successful delivery?

- A. The technical specifications of the system
- B. The technical specifications of the IT infrastructure
- **C. The price for the IT service**
- D. The skills and knowledge of staff working at the IT service provider organization

Answer: C

Explanation:

An SLA's section on estimated system response times focuses on ensuring the system meets performance expectations. Key factors for successful delivery include:

* Technical specifications of the system (A): Defines the system's capabilities (e.g., processing power, architecture) critical for response times.

* Skills and knowledge of staff (C): Ensures the IT team can manage and optimize the system for performance.

* Technical specifications of the IT infrastructure (D): Includes network, servers, and storage, which directly impact response times.

Price for the IT service (B) is not a direct factor in achieving system response times, as it relates to cost negotiation rather than technical performance. While budget may influence resource allocation, it's not a key factor in delivering the SLA's performance metrics.

Reference: EPI CITM study guide, under Service Management, likely covers ITIL's service level management, emphasizing factors affecting SLA performance metrics like response times. Refer to sections on SLA components or service delivery.

NEW QUESTION # 15

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