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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">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">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"> 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 5	<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 6	<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 7	<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 8	<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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q13-Q18):

NEW QUESTION # 13

One particular incident repeatedly occurs every first day of the working week. As part of problem management, it is decided to gather a group of technical specialists to conduct problem analysis. Which technique is recommended?

- A. Kepner-Tregoe
- B. Technical observation post
- C. 5-Whys**
- D. Fault isolation

Answer: C

Explanation:

For a recurring incident, problem management in ITIL aims to identify the root cause to prevent future occurrences. The 5-Whys technique (C) is recommended as it involves repeatedly asking "why" to drill down to the root cause of the issue. This simple, effective method is suitable for a group of technical specialists analyzing a recurring problem, such as an incident occurring every Monday, which may stem from a specific process, configuration, or system issue.

* Kepner-Tregoe (A): A structured decision-making and problem-solving method, more complex and less focused on root cause analysis alone.

* Technical observation post (B): Not a standard problem management technique; likely a distractor.

* Fault isolation (D): Focuses on isolating faulty components, more applicable to hardware issues than recurring process-related

incidents.

The 5-Whys technique is widely used in ITIL problem management for its simplicity and effectiveness in collaborative root cause analysis.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management techniques, including 5-Whys. Check sections on problem analysis or root cause analysis.

NEW QUESTION # 14

The new system (application) is ready for adoption (implementation). The customer is concerned that an instant change-over from the current system to the new system will create a large impact on the user base.

You are requested to propose an approach for adoption. Which of the items listed below is recommended?

- A. Phased
- B. Parallel
- C. Big bang
- D. Coordinated

Answer: B

Explanation:

When implementing a new system, the customer's concern about a large impact on the user base suggests the need for a low-risk, controlled adoption strategy. In application management, the parallel adoption approach (B) involves running both the old and new systems simultaneously for a period, allowing users to transition gradually while ensuring the new system functions correctly. This minimizes disruption, as the old system remains operational as a fallback if issues arise with the new system.

* Big bang (A): This approach involves switching entirely to the new system at once, which is high-risk and likely to cause significant disruption, especially for a concerned user base. It's unsuitable here due to the potential for widespread impact.

* Coordinated (C): This is not a standard term in application deployment strategies. It may imply a managed transition but lacks the specificity of parallel or phased approaches.

* Phased (D): This involves rolling out the new system incrementally (e.g., by department or module), which reduces risk but doesn't provide the same level of safety as parallel, where both systems run concurrently to ensure continuity.

The parallel approach is ideal for mitigating risks during a critical system transition, as it allows validation of the new system's performance while maintaining business continuity. According to ITIL or SDLC frameworks, parallel adoption is often recommended for mission-critical systems to ensure stability and user acceptance.

Reference: EPI CITM study guide, under Application Management, likely discusses system implementation strategies within the Software Development Life Cycle (SDLC) or ITIL's service asset and configuration management. Refer to sections on application deployment, transition planning, or change management for details on parallel adoption.

NEW QUESTION # 15

In project management, what is the objective of a 'lessons learned' report?

- A. To identify all risks that occurred during the project
- B. To establish accountability for the mistakes being made in the project
- C. To inform the project owner with the overall achievement of the project's objectives
- D. Bringing forward positive and negative elements with the intent to benefit future projects

Answer: D

Explanation:

A lessons learned report in project management is designed to document both positive and negative experiences from a project to improve future projects. According to the Project Management Institute (PMI) and frameworks like PMBOK, the purpose is to capture insights, successes, challenges, and recommendations to enhance processes, avoid repeating mistakes, and replicate successes in future initiatives.

Option A focuses only on reporting achievements, which is too narrow. Option B emphasizes accountability for mistakes, which is not the primary goal, as the report aims to improve rather than blame. Option C is incorrect because identifying risks is part of risk management, not the primary focus of lessons learned.

Option D correctly captures the intent to benefit future projects by analyzing both positive and negative aspects.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK or similar frameworks, specifically the "Close Project or Phase" process, where lessons learned are documented. Check the section on project closure or knowledge management.

NEW QUESTION # 16

For one of the mission-critical applications in a financial institution, data must be made instantly available at two locations. Which replication mode do you recommend?

- A. Instant replication
- B. Semi-synchronous replication
- **C. Synchronous replication**
- D. Asynchronous replication

Answer: C

Explanation:

For a mission-critical application in a financial institution requiring data to be instantly available at two locations, synchronous replication (B) is recommended. Synchronous replication ensures that data is written to both the primary and secondary locations simultaneously, guaranteeing no data loss and immediate availability at both sites. This is critical for financial applications where data integrity and zero recovery point objective (RPO) are essential, as per business continuity and disaster recovery frameworks like ISO 22301.

* Instant replication (A): Not a standard term in replication strategies; likely a distractor.

* Asynchronous replication (C): Data is replicated with a delay, risking data loss in case of failure, unsuitable for instant availability.

* Semi-synchronous replication (D): A compromise where the primary site continues after the secondary acknowledges receipt, but it may not guarantee instant availability.

Synchronous replication ensures real-time data consistency, critical for financial systems.

Reference: EPI CITM study guide, under Business Continuity Management, likely discusses data replication strategies for disaster recovery. Check sections on disaster recovery planning or data availability.

NEW QUESTION # 17

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

Answer: C

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 # 18

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