

# Pass Guaranteed Quiz EXIN - CITM - EXIN EPI Certified Information Technology Manager–Trustable Vce Format



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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Vendor Selection</li> <li>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.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Project Management:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Service Management:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Application Management:</b> 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Information Security Management:</b> 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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>• <b>IT Strategy:</b> 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.</li> </ul>

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## CITM Valid Test Prep, CITM Accurate Answers

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## EXIN EPI Certified Information Technology Manager Sample Questions (Q27-Q32):

### NEW QUESTION # 27

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. Minimum duration to complete
- D. Use a rating scale only

**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 # 28

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

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

**Answer: D**

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

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

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

**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 # 30

During several project meetings, it is discovered that certain team members are not fully aware of, and/or do not understand, the activities for which they are responsible. Which process is most likely to be blamed for this?

- A. Scope management
- B. Risk management
- **C. Communication management**
- D. Cost management

**Answer: C**

Explanation:

Team members' lack of awareness or understanding of their responsibilities points to a failure in communication management(C). According to PMBOK, communication management ensures that project information, including roles, responsibilities, and activities, is effectively communicated to all stakeholders.

Poor communication planning or execution (e.g., unclear task assignments or inadequate briefings) can lead to misunderstandings, as seen in this scenario.

\* Risk management (A):Focuses on identifying and mitigating risks, not task communication.

\* Cost management (B):Deals with budgeting and cost control, not role clarification.

\* Scope management (D):Defines project scope and deliverables, but communication management ensures team members understand their responsibilities within that scope.

Reference:EPI CITM study guide, under Project Management, likely covers PMBOK's communication management processes, emphasizing stakeholder engagement and information distribution. Check sections on project communication or stakeholder management.

### NEW QUESTION # 31

Before signing the contract with the proposed vendor, concerns have been raised over future price increases.

The internal business units, however, insist that the agreement with the vendor must take place as a result of the vendor evaluation process. What is the likely action to take?

- A. Ignore the business units and change vendor
- B. Re-tender the project
- C. Sign the contract
- **D. Include contractual terms**

**Answer: D**

Explanation:

Concerns about future price increases can be addressed by including contractual terms(B) in the agreement to limit or regulate price escalations (e.g., fixed pricing, escalation clauses, or review mechanisms). This approach balances the business units' insistence on proceeding with the selected vendor (based on a thorough evaluation) while mitigating financial risks. According to vendor management best practices, contracts should include clear terms to protect against unforeseen cost increases, ensuring alignment with business objectives.

\* Ignore the business units and change vendor (A):Contradicts the evaluation process and business units' decision, risking misalignment.

\* Sign the contract (C):Ignores the price increase concern, potentially exposing the organization to financial risk.

\* Re-tender the project (D):Unnecessary, as the vendor was selected through evaluation; contractual terms can address the concern without restarting the process.

Reference:EPI CITM study guide, under Vendor Selection/Management, likely discusses contract negotiation strategies, emphasizing risk mitigation through contractual terms. Check sections on vendor contracts or procurement.

### NEW QUESTION # 32

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