

Help You Learn, Prepare, and Practice for CITM exam success


BEST EXAM PREPARATION TIPS TO SUCCEED

SET YOUR GOALS




Before starting to study for exams, take the time to make sure your goals are specific and attainable. What goals do you have for each study session?

TIMETABLE FOR REVISION



The best tactic of all is to set up a timetable. Studies indicate that the most productive study sessions are brief ones with lots of pauses.

ACTIVE LEARNING



Rereading and underlining are examples of passive learning strategies that are less successful than active learning strategies like summarizing, taking notes, and mentoring others.

PREVIOUS TEST PAPERS

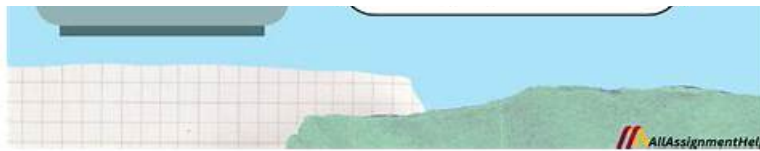


It can be one of the best exam preparation tips. An exam can be effectively prepared for by using past years' exam questions for practice.

GIVE YOURSELF A TREAT



Give yourself little treats and breaks to help you stay motivated. You can stay motivated by having an episode of your favourite TV show, having healthy snacks, or taking long walks outside.



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EXIN CITM Exam Success Tips For Passing Your Exam on the First Try

In the past few years, CITM study materials have helped countless candidates pass the CITM exam. After having a CITM certification, some of them encountered better opportunities for development, some went to great companies, and some became professionals in the field. CITM study materials have stood the test of time and market and received countless praises. Through the good reputation of word of mouth, more and more people choose to use CITM Study Materials to prepare for the CITM exam, which makes us very gratified. Please be assured that we will stand firmly by every warrior who will pass the exam. CITM study materials have the following characteristics:

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

NEW QUESTION # 27

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

Answer: B

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 # 28

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 # 29

Little to no budget is available for hiring new staff for the IT service desk. What is the ideal method of sourcing knowing that little time is available?

- **A. Internet job board**
- B. Word of mouth
- C. Internal IT staff based on a SWOT analysis
- D. Recruitment agency

Answer: A

Explanation:

Given the constraints of little to no budget and limited time, internet job boards are the ideal sourcing method. They are cost-effective (often free or low-cost), allow quick posting of job openings, and reach a wide pool of candidates, enabling rapid hiring.

Word of mouth (A) is informal and may not yield qualified candidates quickly. Internal IT staff based on SWOT analysis (B) is not a standard recruitment method and takes time to analyze. Recruitment agencies (D) are expensive and slower due to their processes, making them unsuitable for low-budget, urgent hiring.

Reference: EPI CITM study guide, under IT Organization, likely discusses recruitment strategies for IT staff, emphasizing cost-effective methods like job boards. Check sections on human resource management or staffing.

NEW QUESTION # 30

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

- A. Maximum Time Allowed (MTA)
- **B. Recovery Point Objective (RPO)**
- C. Maximum Allowable Outage (MAO)
- D. Recovery Time Objective (RTO)

Answer: B

Explanation:

The Recovery Point Objective (RPO) (D) in business continuity planning defines the maximum age of data (i.

e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be

lost. According to ISO 22301, RPO is critical for determining backup and replication strategies.

* Maximum Time Allowed (MTA) (A): Not a standard term in business continuity.

* Recovery Time Objective (RTO) (B): Defines the maximum downtime before recovery, not data loss.

* Maximum Allowable Outage (MAO) (C): Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.

Reference: EPI CITM study guide, under Business Continuity Management, likely covers RPO and RTO in disaster recovery planning. Check sections on business continuity metrics or recovery strategies.

NEW QUESTION # 31

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. Communication management**
- C. Cost management
- D. Risk management

Answer: B

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 # 32

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