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## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>

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## EXIN EPI Certified Information Technology Manager Sample Questions (Q16-Q21):

### NEW QUESTION # 16

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

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

**Answer: A**

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 # 17

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

**Answer: B**

Explanation:

A high failure rate of changes during Post Implementation Review (PIR) in ITIL's change management process suggests a deficiency in the assessment 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 # 18

Controls to manage risk have been implemented and evaluated successfully. Risks are now at the level which the organization is willing to accept. What is the name of this risk?

- A. Modified risk
- B. Reduced risk
- C. Lowered risk
- **D. Residual risk**

**Answer: D**

Explanation:

In risk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is called residual risk (C). According to frameworks like ISO/IEC 27001 and COBIT, residual risk represents the level of risk that persists after applying controls, deemed acceptable based on the organization's risk appetite. For example, if a control reduces the likelihood or impact of a threat (e.g., data breach), the remaining exposure is the residual risk, which the organization monitors but does not further mitigate unless necessary.

\* Reduced risk (A): Not a standard term; implies a general decrease but lacks specificity.

\* Lowered risk (B): Similar to reduced risk, not a recognized term in risk management frameworks.

\* Modified risk (D): Implies risk alteration but is not a standard term for post-control risk levels.

Residual risk is a critical concept in risk management, ensuring organizations understand and accept the remaining exposure after mitigation efforts.

Reference: EPI CITM study guide, under Risk Management, likely references ISO/IEC 27001 or COBIT, emphasizing residual risk in risk assessment and treatment processes. Check sections on risk management frameworks or risk evaluation.

### NEW QUESTION # 19

The project brief/project charter is created. Which of the following is not part of it?

- A. High-level risk
- B. Summary budget
- C. Quality expectations
- **D. Detailed planning**

**Answer: D**

Explanation:

The project charter (or project brief) is a high-level document created during the initiation phase of a project, as defined by PMBOK (Project Management Body of Knowledge). It outlines the project's purpose, objectives, scope, and key elements but does not include detailed planning (A), which occurs during the planning phase after the charter is approved. The charter typically includes:

\* High-level risks (B): Identifies major risks to provide early awareness.

\* Summary budget (C): Provides an initial cost estimate for approval.

\* Quality expectations (D): Defines high-level quality requirements or standards.

Detailed planning, such as creating a detailed Work Breakdown Structure (WBS) or schedule, is part of the project management plan developed later, not the charter.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK's project initiation processes, detailing the components of a project charter. Refer to sections on project initiation or project charter development.

### NEW QUESTION # 20

A customer survey needs to be designed. What is the most important factor for success?

- A. Use a rating scale only
- B. Minimum duration to complete
- C. Make use of leading and loaded questions
- **D. Relevant questions to meet the objective**

**Answer: D**

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 # 21

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