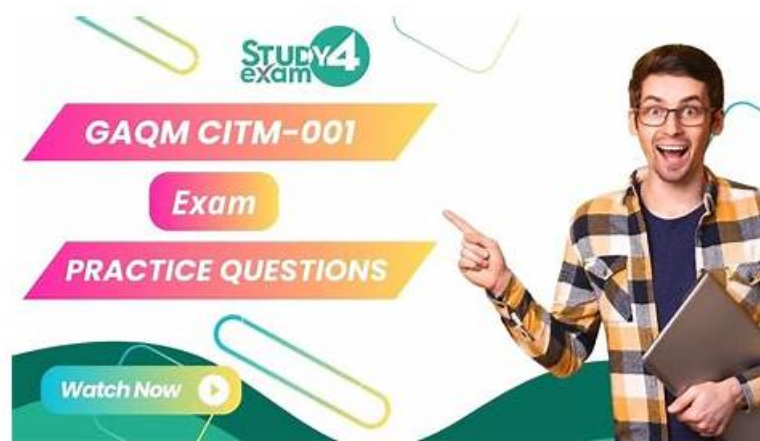# Exam Dumps CITM Demo | CITM Reliable Exam Questions

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q41-Q46):

NEW QUESTION # 41
Whilst creating the budget for the project, stakeholders demand that the project manager submits a budget proposal as accurate as possible, supported by a Work/Product Breakdown Structure (WBS/PBS). What is the preferred budget estimation?

- A. Analogous estimate
- B. Rough Order of Magnitude (ROM)
- C. Bottom-up estimate
- D. Budget estimate

Answer: C

Explanation:
For a budget proposal that must beas accurate as possibleand supported by aWork Breakdown Structure (WBS)orProduct Breakdown Structure (PBS), thebottom-up estimate(A) is preferred. This method involves estimating costs for each task or deliverable in the WBS/PBS, then aggregating them to calculate the total budget. According toPMBOK, bottom-up estimation leverages detailed data, ensuring high accuracy, especially when a WBS is available.
* Rough Order of Magnitude (ROM) (B):A high-level estimate with low accuracy (±50%), used early in projects, not suitable for detailed budgeting.
* Analogous estimate (C):Relies on historical data from similar projects, less accurate than bottom-up when detailed WBS data exists.
* Budget estimate (D):A general term, not a specific technique, and less precise than bottom-up.
Reference:EPI CITM study guide, under Project Management, likely references PMBOK's cost estimation techniques, emphasizing bottom-up for accurate budgeting. Refer to sections on project cost management or budgeting.

NEW QUESTION # 42
The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

- A. Are there any new laws, codes, and/or regulations which might impact the current service offerings?
- B. Are any of the existing services up for retiring within the foreseeable future?

- C. Are the service offerings still relevant and appropriate?
- D. Are there any changes in the IT service provider organization?

Answer: D

Explanation:
Reviewing anIT service catalog, as perITILservice asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:
* Retiring services (A):Assessing whether services are outdated or no longer needed is critical.
* New laws, codes, or regulations (B):Compliance with legal or regulatory changes is essential to avoid penalties.
* Service relevance and appropriateness (D):Ensures services meet current business objectives and user needs.
Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, detailing review criteria. Check sections on service portfolio or catalog management.

NEW QUESTION # 43

What is the Critical Success Factor (CSF) in IT services review?

- A. Explain shortcomings and bottlenecks during IT services review meeting with the customer
- B. Inform customers on improvements made
- C. Evaluate deliverables before meeting the customer for an IT service review
- D. Suitable location for the IT service review meeting to take place

Answer: C

Explanation:
ACritical Success Factor (CSF)inIT services review, as perITIL's service management framework, is to evaluate deliverables before meeting the customer for an IT service review(A). This ensures that the IT service provider has thoroughly assessed service performance, identified issues, and prepared actionable insights or recommendations to discuss with the customer. Pre-evaluating deliverables enables a productive review meeting, ensuring alignment with customer expectations and service level agreements (SLAs).
* Suitable location (B):Logistical factors like location are not critical to the success of the review process.
* Explain shortcomings and bottlenecks (C):While transparency is important, focusing only on issues without prior evaluation may undermine the review's effectiveness.
* Inform customers on improvements (D):Informing about improvements is part of the review but not the CSF; evaluation of deliverables is the foundation for meaningful discussions.
Reference:EPI CITM study guide, under Service Management, likely references ITIL's service review processes, emphasizing preparation and evaluation. Check sections on service level management or service review.

NEW QUESTION # 44

During the system (application) development project, the customer wants to know how software will be maintained to assure that future functional requirements are incorporated. What type of system maintenance is the customer looking for?

- A. Corrective maintenance
- B. Preventive maintenance
- C. Perfective maintenance
- D. Adaptive maintenance

Answer: C

Explanation:
The customer's focus on incorporatingfuture functional requirementsindicates a need forperfective maintenance(B). Inapplication management, perfective maintenance involves enhancing software to add new features or improve functionality to meet evolving business needs, such as adding new modules or capabilities.
* Preventive maintenance (A):Focuses on preventing issues by optimizing performance or addressing potential problems, not adding new features.
* Corrective maintenance (C):Involves fixing bugs or errors, not incorporating new functionality.
* Adaptive maintenance (D):Adapts software to environmental changes (e.g., new operating systems), not specifically for new

functional requirements.

Perfective maintenance aligns with theSDLC's maintenance phase, ensuring the software evolves to support future business requirements.

Reference:EPI CITM study guide, under Application Management, likely covers software maintenance types in the SDLC, emphasizing perfective maintenance for enhancements. Refer to sections on application lifecycle or maintenance strategies.

NEW QUESTION # 45

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

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. Inapplication management, theparalleladoption 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.

Theparallelapproach 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 toITILorSDLCframeworks, 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 # 46

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