

EXIN certification CITM exam targeted training



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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<ul style="list-style-type: none">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 5	<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 6	<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 7	<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 (Q44-Q49):

NEW QUESTION # 44

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

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

Answer: A

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 # 45

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. Recovery Time Objective (RTO)

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

Answer: C

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 # 46

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

Answer: A

Explanation:

The customer's focus on incorporating future functional requirements indicates a need for perfective maintenance (B). In application 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 the SDLC'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 # 47

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

Answer: A

Explanation:

For a budget proposal that must be as accurate as possible and supported by a Work Breakdown Structure (WBS) or Product Breakdown Structure (PBS), the bottom-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 to PMBOK, 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 ($\pm 50\%$), 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 # 48

During financial year closing, a processing error in a critical financial system occurs. Senior management demands a change to be implemented in order to not further delay the business processes. Which sort of change is applied?

- A. Exceptional
- B. Standard
- C. Normal
- D. Emergency

Answer: D

Explanation:

In ITIL (Information Technology Infrastructure Library), an emergency change is implemented to address urgent issues that significantly impact business operations, such as a processing error during financial year closing. Emergency changes are fast-tracked to restore service or prevent further disruption, bypassing some standard change management processes while still requiring approval.

Normal changes (A) follow the full change management process, standard changes (B) are pre-approved and routine, and

exceptional (C) is not a standard ITIL term. Emergency change (D) fits the scenario of urgent action to avoid business delays.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management processes, specifically emergency changes. Refer to the section on ITIL change management or service operation.

NEW QUESTION # 49

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