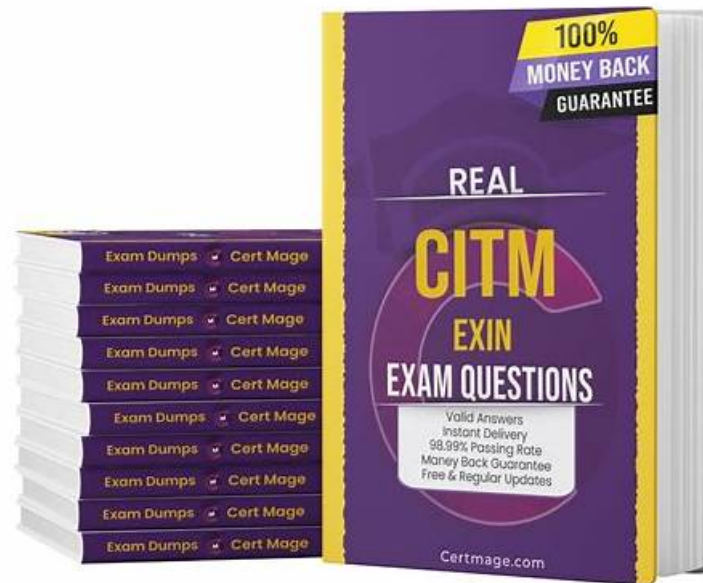


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## EXIN CITM Exam Syllabus Topics:

| Topic   | Details  |
|---------|--|
| Topic 1 | <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 2 | <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 3 | <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> |
| Topic 4 | <ul style="list-style-type: none"> <li>• <b>IT Organization:</b> 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.</li> </ul>   |
| Topic 5 | <ul style="list-style-type: none"> <li>• <b>Business Continuity Management:</b> 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>   |

## EXIN EPI Certified Information Technology Manager Sample Questions (Q10-Q15):

### NEW QUESTION # 10

Whilst creating the IT service catalog, a needs analysis is conducted. One of the items discussed is the data points required for the IT services. What is the objective of these data points?

- A. To determine the life expectancy of IT services
- B. To identify the data being used by the customer
- C. To establish the operating hours of the IT services
- **D. To measure the performance of IT services delivered**

**Answer: D**

Explanation:

In ITIL's service catalog management, data points required for IT services are used to measure the performance of IT services delivered (A). These data points (e.g., uptime, response times, incident resolution rates) enable the IT provider to monitor and report on service quality, ensuring alignment with service level agreements (SLAs) and customer expectations. A needs analysis identifies key performance indicators (KPIs) to track service effectiveness.

\* Identify data used by the customer (B): Focuses on customer data usage, not service performance.

\* Determine life expectancy (C): Relates to service lifecycle planning, not data points.

\* Establish operating hours (D): Operating hours are a service attribute, not the primary purpose of data points.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, emphasizing KPIs for performance measurement. Check sections on service catalog or performance metrics.

### NEW QUESTION # 11

Lately, the support desk is receiving several requests for password resets from individuals who appear to be unknown to the organization. Possible criminal activities are suspected, and the organization wishes to address this issue in their information security awareness program. What is the area that requires awareness?

- A. E-mail usage
- B. Instant (mobile) messaging
- **C. Social engineering**
- D. Internet usage

**Answer: C**

Explanation:

Requests for password resets from unknown individuals suggests social engineering attacks, such as phishing or impersonation, where attackers manipulate users to gain unauthorized access. An information security awareness program should focus on educating staff about social engineering tactics to recognize and prevent such incidents.

E-mail usage (A), instant messaging (B), and internet usage (C) may be vectors for attacks, but the core issue is social engineering, which encompasses tactics used across these channels.

Reference: EPI CITM study guide, under Information Security Management, likely emphasizes social engineering in security awareness training. Refer to sections on security awareness or threat management.

### NEW QUESTION # 12

One particular incident repeatedly occurs every first day of the working week. As part of problem management, it is decided to gather a group of technical specialists to conduct problem analysis. Which technique is recommended?

- A. Fault isolation
- **B. 5-Whys**
- C. Technical observation post
- D. Kepner-Tregoe

**Answer: B**

Explanation:

For a recurring incident, problem management in ITIL aims to identify the root cause to prevent future occurrences. The 5-Whys technique (C) is recommended as it involves repeatedly asking "why" to drill down to the root cause of the issue. This simple, effective method is suitable for a group of technical specialists analyzing a recurring problem, such as an incident occurring every Monday, which may stem from a specific process, configuration, or system issue.

\* Kepner-Tregoe (A): A structured decision-making and problem-solving method, more complex and less focused on root cause analysis alone.

\* Technical observation post (B): Not a standard problem management technique; likely a distractor.

\* Fault isolation (D): Focuses on isolating faulty components, more applicable to hardware issues than recurring process-related incidents.

The 5-Whys technique is widely used in ITIL problem management for its simplicity and effectiveness in collaborative root cause analysis.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management techniques, including 5-Whys. Check sections on problem analysis or root cause analysis.

### NEW QUESTION # 13

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

**Answer: C**

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 # 14

One of the company's assets is valued at \$200,000.00. Based on historical data, the exposure factor is 25%, and the Annual Loss Expectancy (ALE) is calculated at \$100,000.00. What is the Annualized Rate of Occurrence (ARO)?

- A. 0
- B. 1
- C. 0.4

**Answer: A**

Explanation:

In risk management, the Annual Loss Expectancy (ALE) is calculated as:

$ALE = \text{Single Loss Expectancy (SLE)} \times \text{Annualized Rate of Occurrence (ARO)}$ , where  $SLE = \text{Asset Value} \times \text{Exposure Factor (EF)}$ .

Given:

\* Asset Value = \$200,000

\* Exposure Factor (EF) = 25% = 0.25

\* ALE = \$100,000

Calculate SLE:

$SLE = \text{Asset Value} \times EF = \$200,000 \times 0.25 = \$50,000$

Calculate ARO:

$ALE = SLE \times ARO$

$\$100,000 = \$50,000 \times ARO$

$ARO = \$100,000 \div \$50,000 = 2$

Thus, the Annualized Rate of Occurrence (ARO) is 2 (C), meaning the incident is expected to occur twice per year.

\* 0.4 (A): Incorrect; implies a lower frequency (0.4 times per year).

\* 1 (B): Incorrect; would yield an ALE of \$50,000, not \$100,000.

Reference: EPI CITM study guide, under Risk Management, likely covers quantitative risk analysis, including ALE, SLE, and ARO calculations. Check sections on risk assessment or quantitative analysis.

#### NEW QUESTION # 15

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