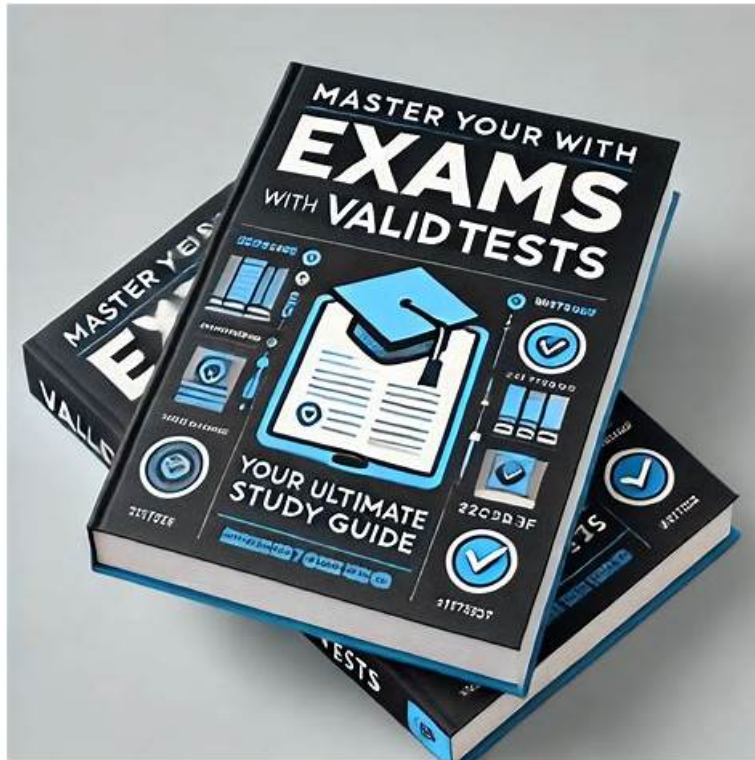# Exam EXIN CITM Vce Format - CITM Reliable Exam Tutorial

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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 (Q22-Q27):

NEW QUESTION # 22

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

Answer: C

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 # 23

As part of the business continuity plan preparations, management wants a site arrangement to facilitate a desk for the workers. Which site do you recommend?

- A. Warm site
- B. Hot site
- C. Mobile site
- D. Cold site

Answer: B

Explanation:
For a business continuity plan requiring a site to facilitate desks for workers, a hot site (A) is recommended. A hot site is a fully equipped, operational facility with real-time data replication, allowing immediate resumption of operations with minimal downtime. According to ISO 22301, hot sites are ideal for critical operations requiring desks, IT infrastructure, and immediate availability for workers to continue business processes post-disaster.

* Cold site (B):A basic facility with minimal equipment, requiring significant setup time, unsuitable for immediate worker use.
* Warm site (C):Partially equipped with some infrastructure but not fully operational, requiring setup time.
* Mobile site (D):A temporary, portable solution, less suitable for sustained operations compared to a hot site.
Reference:EPI CITM study guide, under Business Continuity Management, likely discusses recovery site types, emphasizing hot sites for immediate continuity. Check sections on disaster recovery or recovery sites.

NEW QUESTION # 24

The team responsible for network security has proposed a firewall as the preferred control for the network perimeter. How is this type of control categorized?

- A. Technical preventive control
- B. Physical corrective control
- C. Physical detective control
- D. Administrative deterrent control

Answer: A

Explanation:

Afirewallis categorized as atechnical preventive control(A) ininformation security management.
According toISO/IEC 27001, preventive controls aim to stop security incidents before they occur, and technical controls involve technology-based solutions. A firewall prevents unauthorized access to the network perimeter by filtering traffic, making it a technical preventive control.
* Physical detective control (B):Involves physical measures (e.g., cameras) to detect incidents, not applicable to firewalls.
* Administrative deterrent control (C):Involves policies or procedures to discourage violations, not technology-based.
* Physical corrective control (D):Addresses physical issues post-incident, not relevant to firewalls.
Reference:EPI CITM study guide, under Information Security Management, likely references ISO/IEC
27001's control categories, emphasizing technical preventive controls. Check sections on security controls or network security.

NEW QUESTION # 25

The IT department is requested to select and implement technology and support which will deliver knowledge capable of supporting cross-functional business units. What do you require?

- A. Data management
- B. Information management
- C. Both

Answer: C

Explanation:

To deliverknowledgesupportingcross-functional business units, bothinformation management(A) anddata management(B) are required (C).Data managementensures raw data is collected, stored, and organized (e.
g., databases, data quality), whileinformation managementtransforms data into meaningful knowledge (e.g., through analytics, reporting, or knowledge bases) accessible to business units. According toCOBITorIT strategy frameworks, integrating data and information management enables cross-functional collaboration by providing actionable insights and knowledge sharing.
* Information management alone (A):Focuses on knowledge delivery but relies on well-managed data.
* Data management alone (B):Provides raw data but lacks the processes to turn it into usable knowledge.
Reference:EPI CITM study guide, under IT Strategy, likely discusses data and information management for enabling business processes. Refer to sections on knowledge management or data governance.

NEW QUESTION # 26

The organization's online retail system popularity has resulted in global demand. To provide customers with a
24x7 option for support in regard to returning products, a virtual assistant is designed providing simple instructions based on pre-defined questions which are commonly asked by customers. Which type of Machine Learning (ML) is applied?

- A. Deep learning
- B. Supervised
- C. Reinforcement learning

- D. Unsupervised

Answer: B

Explanation:
The scenario describes a virtual assistant designed to provide simple instructions for product returns based on pre-defined questionscommonly asked by customers. This indicates the use ofsupervised machine learning (B), where the system is trained on a labeled dataset (e.g., questions paired with correct responses) to predict appropriate answers. Supervised learning is ideal for applications like chatbots or virtual assistants that rely on predefined input-output pairs to handle customer queries efficiently.
* Unsupervised (A):Involves finding patterns in unlabeled data (e.g., clustering), not suitable for predefined question-response tasks.
* Reinforcement learning (C):Focuses on learning through trial and error with rewards, used in dynamic environments (e.g., robotics), not for static question answering.
* Deep learning (D):A subset of supervised or unsupervised learning using neural networks, but the question doesn't specify complex architectures, making supervised learning the broader, correct choice.
Supervised learning aligns withIT strategyfor deploying AI-driven customer support tools, as it ensures accurate, predictable responses based on trained data, enhancing user experience in a global retail system.
Reference:EPI CITM study guide, under IT Strategy, likely discusses emerging technologies like AI and machine learning, emphasizing supervised learning for customer-facing applications. Refer to sections on artificial intelligence or customer support technologies.

NEW QUESTION # 27

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