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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<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 3	<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.
Topic 4	<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 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">Vendor SelectionManagement: 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	<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.
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>> CITM Exam Objectives Pdf <<

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

NEW QUESTION # 41

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

Answer: C

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 # 42

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

Answer: B

Explanation:

A firewall is categorized as a technical preventive control (A) in information security management.

According to ISO/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 # 43

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

Answer: B

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 # 44

In system (application) development, a use case (user story) is a list of steps defining interactions between a role and a system to achieve a goal. What type of requirement is mentioned here?

- **A. Functional requirement**
- B. Behavioral requirement
- C. Non-functional requirement
- D. Security requirement

Answer: A

Explanation:

A use case or user story describes interactions between a user (role) and the system to achieve a specific goal, defining what the system must do. This corresponds to a functional requirement (A), which specifies the system's features or capabilities (e.g., "the system shall allow users to submit a return request"). According to SDLC and requirements engineering, functional requirements focus on specific functionalities, as captured in use cases.

* Behavioral requirement (B): Not a standard term; it may refer to system behavior but is less specific than functional requirements.

* Non-functional requirement (C): Covers performance, scalability, or usability (e.g., response time), not specific user interactions.

* Security requirement (D): A subset of non-functional requirements focused on security, not general use case interactions.

Reference: EPI CITM study guide, under Application Management, likely discusses requirements engineering in the SDLC, emphasizing functional requirements in use cases. Check sections on system design or requirements analysis.

NEW QUESTION # 45

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

- **A. Support the long-term continuity of the organization**
- B. Allow staff a diversity in their daily responsibilities

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