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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none">• 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 4	<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 5	<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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q34-Q39):

NEW QUESTION # 34

From the list below, which activity is not considered to be an activity in the software development phase?

- A. Testing
- B. Code writing
- C. Documenting
- D. Implementation

Answer: D

Explanation:

In the Software Development Life Cycle (SDLC), the development phase typically includes code writing (A), testing (B), and documenting (C) to build and verify the software. Implementation (D) is part of the deployment phase, where the software is installed and made operational in the production environment, not part of development.

Reference: EPI CITM study guide, under Application Management, likely covers SDLC phases, distinguishing development from implementation. Refer to sections on software development or application lifecycle management.

NEW QUESTION # 35

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

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 # 36

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. Adaptive maintenance
- **D. Perfective maintenance**

Answer: D

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 # 37

A customer survey needs to be designed. What is the most important factor for success?

- A. Make use of leading and loaded questions
- B. Minimum duration to complete
- **C. Relevant questions to meet the objective**
- D. Use a rating scale only

Answer: C

Explanation:

The most important factor for a successful customer survey in service management is relevant questions to meet the objective (A).

According to ITIL's continual service improvement (CSI), surveys must be designed with questions that align with the survey's goals (e.g., assessing service quality or customer satisfaction) to gather meaningful data for actionable improvements.

* Use a rating scale only (B): Restricting to rating scales limits question variety and may not capture qualitative insights.

* Leading and loaded questions (C): These bias responses, reducing survey validity.

* Minimum duration (D): While brevity is important, relevance of questions is critical for achieving the survey's purpose.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's CSI framework for survey design. Check sections on customer feedback or service improvement.

NEW QUESTION # 38

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. Supervised**
- B. Deep learning
- C. Reinforcement learning
- D. Unsupervised

Answer: A

Explanation:

The scenario describes a virtual assistant designed to provide simple instructions for product returns based on pre-defined questions commonly asked by customers. This indicates the use of supervised 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

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.

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