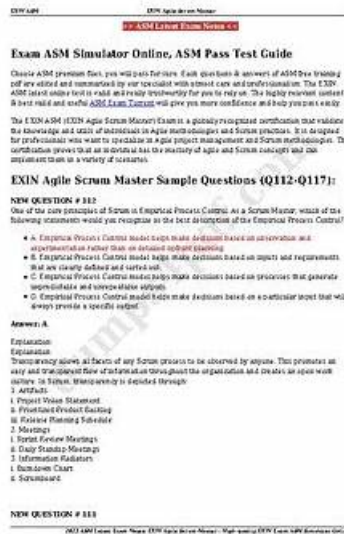


# Latest EXIN CITM Exam Questions in Three Different Formats



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## EXIN CITM Exam Syllabus Topics:

| Topic   | Details                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 1 | <ul style="list-style-type: none"><li>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.</li></ul> |
| Topic 2 | <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 3 | <ul style="list-style-type: none"> <li>• 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.</li> </ul>                                                           |
| Topic 4 | <ul style="list-style-type: none"> <li>• 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.</li> </ul>              |
| Topic 5 | <ul style="list-style-type: none"> <li>• 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.</li> </ul> |
| Topic 6 | <ul style="list-style-type: none"> <li>• 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.</li> </ul>                             |
| Topic 7 | <ul style="list-style-type: none"> <li>• 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.</li> </ul>         |

>> Visual CITM Cert Test <<

## 2025 Visual CITM Cert Test | Efficient EXIN CITM Answers Real Questions: EXIN EPI Certified Information Technology Manager

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## EXIN EPI Certified Information Technology Manager Sample Questions (Q11-Q16):

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

**Answer: D**

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

A selection process for new IT staff has started. The Human Resource department has requested to follow the corporate staff hiring protocol. One mandatory item to be included is additional screening. What is verified by doing this?

- A. Salary demands
- B. Number of years working experience
- C. Criminal record
- D. Educational level

**Answer: C**

Explanation:

In corporate hiring protocols, additional screening typically refers to background checks beyond basic qualifications, such as verifying a candidate's criminal record. This is critical for IT roles, where employees may have access to sensitive systems and data, ensuring trustworthiness and compliance with security policies.

Salary demands (A) are negotiated during the hiring process, not screened. Number of years of experience (B) and educational level (D) are verified through resumes and standard checks, not typically classified as "additional screening," which focuses on security-related checks like criminal records.

Reference: EPI CITM study guide, under IT Organization, likely covers hiring protocols and security considerations, emphasizing background checks for IT staff. Check sections on human resource management or information security management.

### NEW QUESTION # 13

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

**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 # 14

As part of feedback collection techniques, it is suggested to include anonymous feedback. What would be the most likely reason for this?

- A. Promotion of honest feedback while avoiding fear for backfiring on the participant
- B. Reduced time spent for feedback participant
- C. Easier processing of data collected
- D. Avoidance of non-compliance to regulations

**Answer: A**

Explanation:

The primary reason for including anonymous feedback in feedback collection is to promote honest feedback while avoiding fear for backfiring on the participant (B). Anonymity encourages participants to provide candid, truthful responses without worrying about repercussions, such as criticism or retaliation, which is critical in service management for gathering accurate insights into service quality.

or issues. According to ITIL's continual service improvement (CSI), honest feedback is essential for identifying areas for improvement.

\* Avoidance of non-compliance (A): Anonymity is unrelated to regulatory compliance in this context.

\* Easier processing of data (C): Anonymity may complicate data processing by removing identifiers, not simplifying it.

\* Reduced time (D): Anonymity doesn't inherently reduce the time required for feedback.

Reference: EPI CITM study guide, under Service Management, likely discusses feedback collection in ITIL's CSI framework, emphasizing anonymity for honest input. Check sections on customer feedback or service improvement.

### NEW QUESTION # 15

Little to no budget is available for hiring new staff for the IT service desk. What is the ideal method of sourcing knowing that little time is available?

- **A. Internet job board**
- B. Word of mouth
- C. Internal IT staff based on a SWOT analysis
- D. Recruitment agency

**Answer: A**

Explanation:

Given the constraints of little to no budget and limited time, internet job boards are the ideal sourcing method. They are cost-effective (often free or low-cost), allow quick posting of job openings, and reach a wide pool of candidates, enabling rapid hiring. Word of mouth (A) is informal and may not yield qualified candidates quickly. Internal IT staff based on SWOT analysis (B) is not a standard recruitment method and takes time to analyze. Recruitment agencies (D) are expensive and slower due to their processes, making them unsuitable for low-budget, urgent hiring.

Reference: EPI CITM study guide, under IT Organization, likely discusses recruitment strategies for IT staff, emphasizing cost-effective methods like job boards. Check sections on human resource management or staffing.

### NEW QUESTION # 16

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