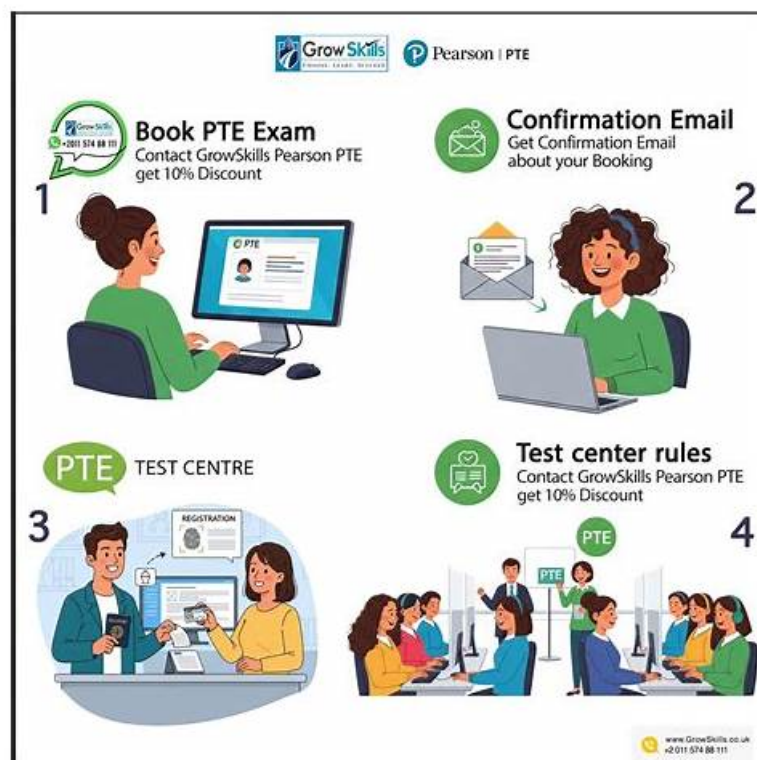


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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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 4	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 5	• 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 6	• 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.

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

NEW QUESTION # 34

Whilst creating the budget for the project, stakeholders demand that the project manager submits a budget proposal as accurate as possible, supported by a Work/Product Breakdown Structure (WBS/PBS). What is the preferred budget estimation?

- A. Analogous estimate
- B. Rough Order of Magnitude (ROM)
- C. Budget estimate
- **D. Bottom-up estimate**

Answer: D

Explanation:

For a budget proposal that must be as accurate as possible and supported by a Work Breakdown Structure (WBS) or Product Breakdown Structure (PBS), the bottom-up estimate (A) is preferred. This method involves estimating costs for each task or deliverable in the WBS/PBS, then aggregating them to calculate the total budget. According to PMBOK, bottom-up estimation leverages detailed data, ensuring high accuracy, especially when a WBS is available.

* Rough Order of Magnitude (ROM) (B): A high-level estimate with low accuracy ($\pm 50\%$), used early in projects, not suitable for detailed budgeting.

* Analogous estimate (C): Relies on historical data from similar projects, less accurate than bottom-up when detailed WBS data exists.

* Budget estimate (D): A general term, not a specific technique, and less precise than bottom-up.

Reference: EPI CITM study guide, under Project Management, likely references PMBOK's cost estimation techniques, emphasizing bottom-up for accurate budgeting. Refer to sections on project cost management or budgeting.

NEW QUESTION # 35

What is the Critical Success Factor (CSF) in IT services review?

- A. Explain shortcomings and bottlenecks during IT services review meeting with the customer
- **B. Evaluate deliverables before meeting the customer for an IT service review**
- C. Suitable location for the IT service review meeting to take place
- D. Inform customers on improvements made

Answer: B

Explanation:

A Critical Success Factor (CSF) in IT services review, as per ITIL's service management framework, is to evaluate deliverables before meeting the customer for an IT service review (A). This ensures that the IT service provider has thoroughly assessed service performance, identified issues, and prepared actionable insights or recommendations to discuss with the customer. Pre-evaluating deliverables enables a productive review meeting, ensuring alignment with customer expectations and service level agreements (SLAs).

* Suitable location (B): Logistical factors like location are not critical to the success of the review process.

* Explain shortcomings and bottlenecks (C): While transparency is important, focusing only on issues without prior evaluation may undermine the review's effectiveness.

* Inform customers on improvements (D): Informing about improvements is part of the review but not the CSF; evaluation of deliverables is the foundation for meaningful discussions.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service review processes, emphasizing preparation and evaluation. Check sections on service level management or service review.

NEW QUESTION # 36

A new system (application) is developed for the marketing department. Stakeholders have demanded an independent white box test to take place. What are the stakeholders' biggest concern?

- A. The quality of the source code of the system
- B. The performance of the system
- C. The capacity of the new system
- D. The functionality of the system

Answer: A

Explanation:

A white box test involves testing the internal structure and code of an application, requiring access to its source code. The stakeholders' demand for an independent white box test indicates their primary concern is the quality of the source code (C). This type of testing, conducted by an independent party, ensures the code is well-structured, secure, and free of defects that could lead to vulnerabilities or inefficiencies.

* Capacity (A): Refers to the system's ability to handle load, typically tested via performance or stress testing, not white box testing.

* Performance (B): Focuses on speed and responsiveness, evaluated through performance testing, not white box testing.

* Functionality (D): Is tested via black box testing, which focuses on inputs and outputs without examining the code.

White box testing is a technical process often aligned with SDLC quality assurance practices, ensuring code reliability and maintainability, which is critical for stakeholders concerned about long-term system integrity.

Reference: EPI CITM study guide, under Application Management, likely covers testing methodologies in the SDLC, emphasizing white box testing for code quality. Check sections on application testing or quality assurance.

NEW QUESTION # 37

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

- A. Increase staff job satisfaction
- B. Train staff on a range of activities common in daily operations
- C. Allow staff a diversity in their daily responsibilities
- D. Support the long-term continuity of the organization

Answer: D

Explanation:

The main objective of a job rotation program in an IT organization is to support the long-term continuity of the organization (A). Job rotation ensures that multiple staff members are trained across various roles and tasks, reducing dependency on specific individuals and mitigating risks associated with staff turnover or absences. This approach enhances organizational resilience by creating a flexible, cross-trained workforce capable of maintaining operations, aligning with IT organization principles for workforce planning and business continuity.

* Train staff on a range of activities (B): While training is a benefit, it is a means to achieve continuity, not the primary objective.

* Increase staff job satisfaction (C): Job satisfaction may be a secondary benefit, but it's not the main goal in an IT context.

* Allow staff a diversity in responsibilities (D): Diversity in tasks is a byproduct, not the primary focus, which is organizational continuity.

According to human resource management frameworks, job rotation is a strategic tool for ensuring operational stability, particularly in

IT environments where specialized skills are critical.

Reference:EPI CITM study guide, under IT Organization, likely discusses workforce planning and job rotation for continuity. Check sections on human resource management or organizational resilience.

NEW QUESTION # 38

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

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

Answer: A

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 # 39

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