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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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	• 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	• 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 6	• 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 7	• 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 (Q14-Q19):

NEW QUESTION # 14
When selecting a new vendor, continuity needs to be guaranteed as much as possible. At a minimum, which criteria are considered?

- A. Head count, support, and financial stability
- B. Terms and conditions, maintenance, and terms of engagement
- C. Scope, maintenance, and price
- D. Price, training, and support

Answer: A

Explanation:
To ensure continuity in vendor selection, the key criteria include head count (vendor's staffing capacity to deliver services), support (availability of ongoing technical and operational support), and financial stability (ensuring the vendor remains viable to provide services long-term). These factors directly impact the vendor's ability to maintain service delivery without interruptions, which is critical for business continuity.
* Scope, maintenance, and price (A): Scope and price are important but don't directly ensure continuity; maintenance is a subset of support.
* Terms and conditions, maintenance, and terms of engagement (B): These are contractual elements, but they don't fully address operational continuity like staffing or financial stability.
* Price, training, and support (C): Training is less critical for continuity compared to staffing capacity or financial health.
According to vendor management frameworks, continuity is ensured by evaluating the vendor's operational capacity and long-term reliability, making head count, support, and financial stability the minimum criteria.
Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers vendor evaluation criteria, emphasizing continuity factors. Check sections on vendor due diligence or service continuity.

NEW QUESTION # 15
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. Budget estimate
- C. Rough Order of Magnitude (ROM)
- 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 (±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 # 16
During several project meetings, it is discovered that certain team members are not fully aware of, and/or do not understand, the activities for which they are responsible. Which process is most likely to be blamed for this?

- A. Scope management
- B. Communication management
- C. Cost management
- D. Risk management

Answer: B

Explanation:
Team members' lack of awareness or understanding of their responsibilities points to a failure in communication management (C). According to PMBOK, communication management ensures that project information, including roles, responsibilities, and activities, is effectively communicated to all stakeholders.
Poor communication planning or execution (e.g., unclear task assignments or inadequate briefings) can lead to misunderstandings, as seen in this scenario.
* Risk management (A): Focuses on identifying and mitigating risks, not task communication.
* Cost management (B): Deals with budgeting and cost control, not role clarification.
* Scope management (D): Defines project scope and deliverables, but communication management ensures team members understand their responsibilities within that scope.
Reference: EPI CITM study guide, under Project Management, likely covers PMBOK's communication management processes, emphasizing stakeholder engagement and information distribution. Check sections on project communication or stakeholder management.

NEW QUESTION # 17
In testing the business continuity plan, senior business managers wish to compare data which is in both the main and alternative site, before participating in a full interruption test. Which type of test do they want to take place?

- A. Structured walk-through test
- B. Parallel test
- C. Checklist test
- D. Simulation test

Answer: B

Explanation:
A parallel test (A) in business continuity planning involves running systems at both the primary and alternate sites simultaneously to compare data and ensure the alternate site can handle operations effectively. This test verifies data replication and system functionality without interrupting normal operations, aligning with the managers' desire to compare data before a full interruption test.
* Simulation test (B): This involves simulating a disaster scenario to test response procedures without activating the alternate site, so it doesn't focus on data comparison.
* Structured walk-through test (C): This is a tabletop exercise where team members discuss and review the plan without executing systems or comparing data.

* Checklist test (D):This involves reviewing the business continuity plan against a checklist to ensure completeness, not comparing data between sites.

According toISO 22301orbusiness continuity managementframeworks, a parallel test is used to validate recovery capabilities while maintaining operations at the primary site, making it ideal for the scenario described.

Reference:EPI CITM study guide, under Business Continuity Management, likely covers business continuity testing methodologies, referencing parallel tests in the context of disaster recovery validation. Check sections on business continuity planning or testing strategies.

NEW QUESTION # 18

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 functionality of the system
- D. The capacity of the new system

Answer: A

Explanation:

Awhite box testinvolves testing the internal structure and code of an application, requiring access to its source code. The stakeholders' demand for anindependent white box testindicates their primary concern is thequality 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 withSDLCquality 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 # 19

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