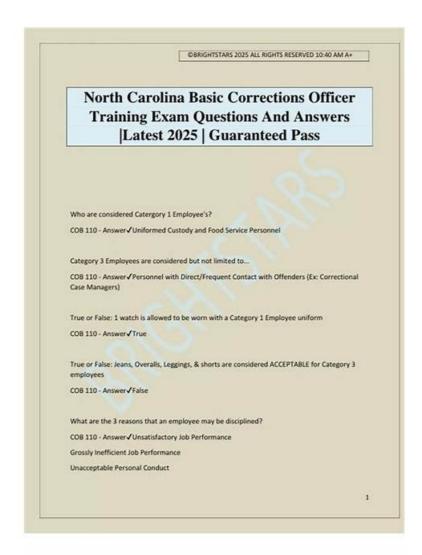
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## **EXIN CITM Exam Syllabus Topics:**

Topic	Details
Topic 1	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.
Торіс 2	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 3	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 4	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 5	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 6	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 7	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.
Topic 8	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.

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

#### **NEW QUESTION #11**

One of the company's assets is valued at \$200,000.00. Based on historical data, the exposure factor is 25%, and the Annual Loss Expectancy (ALE) is calculated at \$100,000.00. What is the Annualized Rate of Occurrence (ARO)?

- A. 0
- B. 1
- C. 0.4

#### Answer: B

#### Explanation:

Inrisk management, the Annual Loss Expectancy (ALE) is calculated as:

 $ALE = Single\ Loss\ Expectancy\ (SLE) \times Annualized\ Rate\ of\ Occurrence\ (ARO),\ where SLE = Asset\ Value \times Exposure\ Factor$ 

(EF).

Given:

- \* Asset Value = \$200.000
- \* Exposure Factor (EF) = 25% = 0.25
- \* ALE = \$100,000

Calculate SLE:

SLE = Asset Value  $\times$  EF = \$200,000  $\times$  0.25 = \$50,000

Calculate ARO:

 $ALE = SLE \times ARO$ 

 $100,000 = 50,000 \times ARO$ 

 $ARO = \$100,000 \div \$50,000 = 2$ 

Thus, the Annualized Rate of Occurrence (ARO)is2(C), meaning the incident is expected to occur twice per year.

- \* 0.4 (A):Incorrect; implies a lower frequency (0.4 times per year).
- \* 1 (B):Incorrect; would yield an ALE of \$50,000, not \$100,000.

Reference:EPI CITM study guide, under Risk Management, likely covers quantitative risk analysis, including ALE, SLE, and ARO calculations. Check sections on risk assessment or quantitative analysis.

#### **NEW QUESTION #12**

Senior management requests a service requirement analysis to justify the need for a vendor. During the analysis, it is concluded that the internal IT provider has insufficient manpower and lacks the skills to deliver the work required. Which gaps are identified?

- A. Technical and organizational
- B. Financial and technical
- C. Financial and organizational

#### Answer: A

#### Explanation:

The analysis identifiesinsufficient manpower(a staffing issue) and lack of skills (a capability issue) within the internal IT provider. These gaps correspond toorganizational (manpower, related to staffing and resource allocation) and technical (skills, related to expertise and technical capabilities) deficiencies (B).

- \* Financial and organizational (A): Financial gaps (e.g., budget constraints) are not mentioned in the scenario.
- \* Financial and technical (C): Financial issues are not indicated; the focus is on manpower and skills.

According tovendor management frameworks, identifying gaps in internal capabilities (e.g., staffing and technical expertise) justifies outsourcing to a vendor to fill these deficiencies.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers service requirement analysis and gap identification. Check sections on vendor justification or capability assessment.

#### **NEW QUESTION #13**

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

#### Answer: A

#### Explanation:

InITIL(Information Technology Infrastructure Library), anemergency change 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 #14**

Users (customers) are complaining about the quality of how problems are being solved. What is the most likely cause?

- A. Wrong allocation of problems
- B. Lack of budget to manage problems
- C. Poor registration of problems
- D. Errors in priority

#### Answer: C

#### Explanation:

InITIL's problem management process, poor registration of problems(A) is the most likely cause of low- quality problem resolution. Effective problem management requires accurate logging of incidents and problems, including detailed descriptions, to enable proper root cause analysis and resolution. If problems are poorly registered (e.g., incomplete or inaccurate data), it hinders diagnosis and resolution, leading to customer dissatisfaction.

- \* Wrong allocation of problems (B):Incorrect assignment to teams can delay resolution but is less fundamental than poor registration, which affects the entire process.
- \* Errors in priority (C):Incorrect prioritization may delay urgent issues, but poor registration impacts resolution quality more directly.
- \* Lack of budget (D): May limit resources, but the scenario points to process quality, not resource constraints.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's problem management, emphasizing accurate problem logging. Check sections on ITIL problem management or service operation.

#### **NEW OUESTION #15**

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

#### Answer: D

#### Explanation:

Requests for password resets from unknown individuals suggestsocial engineeringattacks, 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 #16**

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