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EXIN CITM Exam Syllabus Topics:

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

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|---------|--|
| Topic 4 | <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 5 | <ul style="list-style-type: none"> • 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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One of the Best Ways to Prepare For the CITM EXIN EPI Certified Information Technology Manager

The main benefit of EXIN CITM exam dumps in hand experience in technical subjects is that you shall know its core points. You don't have to just note the points and try remembering each. You shall know the step-wise process of how you can execute a procedure and not skip any CITM point. Experience gives you a clear insight into everything you study for your EXIN certification exam. So, when you get the EXIN EPI Certified Information Technology Manager CITM exam dumps for the exam, make sure that you get in hand experience with all the technical concepts.

EXIN EPI Certified Information Technology Manager Sample Questions (Q31-Q36):

NEW QUESTION # 31

Activities in a project are discussed in a Work Breakdown Structure (WBS) session during the planning phase. Team members inform the project manager that whilst estimating the duration for activities, a lot of data exist about the effort required for each of them. Which estimation technique is best considered?

- A. Top-down
- B. Comparative
- C. Three-point
- **D. Bottom-up**

Answer: D

Explanation:

When a lot of data exist about the effort required for project activities, the bottom-up estimation technique (D) is most appropriate. This method involves estimating the effort for each task in the Work Breakdown Structure (WBS) individually, then aggregating them to derive the total project duration or cost. It leverages detailed data for accuracy, as per PMBOK's estimation techniques.

* Top-down (A): Uses high-level estimates based on historical data or expert judgment, less accurate with detailed task data available.

* Three-point (B): Uses optimistic, pessimistic, and most likely estimates for uncertainty, but is less focused on leveraging detailed effort data.

* Comparative (C): Likely refers to analogous estimation, which relies on comparisons to past projects, not detailed task data.

Bottom-up estimation is ideal when detailed effort data is available, ensuring precision in project planning.

Reference: EPI CITM study guide, under Project Management, likely covers PMBOK's estimation techniques, emphasizing bottom-up for detailed data scenarios. Refer to sections on project planning or cost /duration estimation.

NEW QUESTION # 32

Vendor management meetings take place several times per year. What is the main objective for these meetings?

- A. Discuss improvement programs
- B. Explore improvement programs
- **C. Verify if the vendor continues to meet the requirements of the contract, supporting the business processes**

- D. Identify possible price increases

Answer: C

Explanation:

The main objective of vendor management meetings is to verify if the vendor continues to meet the requirements of the contract, supporting the business processes (C). These meetings, as part of vendor management frameworks, ensure that the vendor's performance aligns with contractual obligations, service level agreements (SLAs), and business needs. They involve reviewing service delivery, compliance, and any issues affecting business processes.

* Explore improvement programs (A): A secondary goal, as improvements may arise from performance reviews.

* Identify possible price increases (B): Price discussions may occur, but they are not the primary focus.

* Discuss improvement programs (D): Similar to A, this is a potential outcome but not the main objective.

Reference: EPI CITM study guide, under Vendor Selection/Management, likely covers vendor performance monitoring and contract compliance. Check sections on vendor management or SLA monitoring.

NEW QUESTION # 33

The team responsible for network security has proposed a firewall as the preferred control for the network perimeter. How is this type of control categorized?

- A. Technical preventive control
- B. Administrative deterrent control
- C. Physical corrective control
- D. Physical detective control

Answer: A

Explanation:

A firewall is categorized as a technical preventive control (A) in information security management.

According to ISO/IEC 27001, preventive controls aim to stop security incidents before they occur, and technical controls involve technology-based solutions. A firewall prevents unauthorized access to the network perimeter by filtering traffic, making it a technical preventive control.

* Physical detective control (B): Involves physical measures (e.g., cameras) to detect incidents, not applicable to firewalls.

* Administrative deterrent control (C): Involves policies or procedures to discourage violations, not technology-based.

* Physical corrective control (D): Addresses physical issues post-incident, not relevant to firewalls.

Reference: EPI CITM study guide, under Information Security Management, likely references ISO/IEC

27001's control categories, emphasizing technical preventive controls. Check sections on security controls or network security.

NEW QUESTION # 34

The IT department is requested to select and implement technology and support which will deliver knowledge capable of supporting cross-functional business units. What do you require?

- A. Information management
- B. Both
- C. Data management

Answer: B

Explanation:

To deliver knowledge supporting cross-functional business units, both information management (A) and data management (B) are required (C). Data management ensures raw data is collected, stored, and organized (e.g., databases, data quality), while information management transforms data into meaningful knowledge (e.g., through analytics, reporting, or knowledge bases) accessible to business units. According to COBIT or IT strategy frameworks, integrating data and information management enables cross-functional collaboration by providing actionable insights and knowledge sharing.

* Information management alone (A): Focuses on knowledge delivery but relies on well-managed data.

* Data management alone (B): Provides raw data but lacks the processes to turn it into usable knowledge.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data and information management for enabling business processes. Refer to sections on knowledge management or data governance.

In project management, what is the objective of a 'lessons learned' report?

- Answer: B**

Lessons learned report in project management is designed to document both positive and negative experiences from a project to improve future projects. According to the Project Management Institute (PMI) and frameworks like PMBOK, the purpose is to capture insights, successes, challenges, and recommendations to enhance processes, avoid repeating mistakes, and replicate successes in future initiatives.

Option D correctly captures the intent to benefit future projects by analyzing both positive and negative aspects.

NEW QUESTION # 36

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