

# Pass Guaranteed Quiz 2026 Updated EXIN CITM: EXIN EPI Certified Information Technology Manager Latest Study Guide



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Our website takes the lead in launching a set of test plan aiming at those office workers to get the CITM exam certification. We have organized a team to research and study question patterns pointing towards various learners. Our company keeps pace with contemporary talent development and makes every learners fit in the needs of the society. Based on advanced technological capabilities, our CITM Study Materials are beneficial for the masses of customers. Our experts have plenty of experience in meeting the requirement of our customers and try to deliver satisfied CITM exam guides to them.

## EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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>

Topic 4	<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 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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### EXIN EPI Certified Information Technology Manager Sample Questions (Q32-Q37):

#### NEW QUESTION # 32

Senior management is concerned fraudulent activities may take place during large financial transactions. To reduce the risk of fraud, it expects the proper controls to be in place. Which security principle is in need of the highest attention?

- A. Availability
- B. Reliability
- C. Confidentiality
- D. Integrity

**Answer: D**

Explanation:

To reduce the risk of fraud in large financial transactions, the security principle of integrity (C) requires the highest attention. Integrity, as per ISO/IEC 27001's CIA triad (Confidentiality, Integrity, Availability), ensures that data is accurate, complete, and unaltered. Fraud often involves manipulating transaction data, so controls like data validation, checksums, or audit trails are critical to maintain integrity and prevent unauthorized changes.

\* Confidentiality (A): Protects data from unauthorized access, less directly related to fraud prevention.

\* Availability (B): Ensures system access, not the primary concern for fraud.

\* Reliability (D): Not a standard CIA triad principle; may relate to system performance but not fraud.

Reference: EPI CITM study guide, under Information Security Management, likely references the CIA triad, emphasizing integrity for fraud prevention. Check sections on security principles or fraud controls.

#### NEW QUESTION # 33

Senior management suspects possible threats in the IT organization and demands a high-level assessment which will list risks identified in order of priority for treatment. Which type of analysis should be conducted?

- A. Ad hoc analysis
- B. Semi-quantitative analysis
- C. Quantitative analysis
- D. Qualitative analysis

**Answer: D**

Explanation:

High-level assessment to list risks in order of priority for treatment is best conducted using qualitative analysis (D). According to ISO 31000, qualitative risk analysis assesses risks based on their likelihood and impact using non-numerical methods (e.g., risk matrices, high/medium/low ratings). This approach is suitable for high-level assessments, as it quickly prioritizes risks without requiring detailed quantitative data, aligning with senior management's needs for a prioritized risk list.

\* Quantitative analysis (A): Uses numerical data (e.g., cost estimates, probabilities) for detailed analysis, not ideal for high-level overviews.

\* Semi-quantitative analysis (B): Combines qualitative and quantitative methods, but is more detailed than needed for a high-level assessment.

\* Ad hoc analysis (C): Not a standard risk analysis method; implies informal analysis, unsuitable for structured prioritization.

Reference: EPI CITM study guide, under Risk Management, likely references ISO 31000's qualitative risk analysis for high-level assessments. Check sections on risk assessment or prioritization.

#### NEW QUESTION # 34

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. Comparative
- B. Three-point
- C. Top-down
- **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 # 35

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

**Answer: C**

Explanation:

Requests for password resets from unknown individuals suggest 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.

### NEW QUESTION # 36

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

**NEW QUESTION # 37**

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