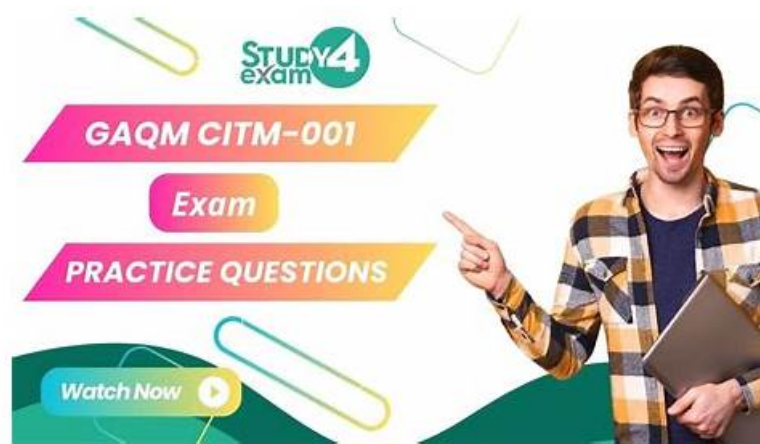


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EXIN CITM Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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.
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	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.

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EXIN EPI Certified Information Technology Manager Sample Questions (Q47-Q52):

NEW QUESTION # 47

During the system (application) development project, the customer wants to know how software will be maintained to assure that future functional requirements are incorporated. What type of system maintenance is the customer looking for?

- A. Corrective maintenance
- **B. Perfective maintenance**
- C. Preventive maintenance
- D. Adaptive maintenance

Answer: B

Explanation:

The customer's focus on incorporating future functional requirements indicates a need for perfective maintenance (B). In application management, perfective maintenance involves enhancing software to add new features or improve functionality to meet evolving business needs, such as adding new modules or capabilities.

* Preventive maintenance (A): Focuses on preventing issues by optimizing performance or addressing potential problems, not adding new features.

* Corrective maintenance (C): Involves fixing bugs or errors, not incorporating new functionality.

* Adaptive maintenance (D): Adapts software to environmental changes (e.g., new operating systems), not specifically for new functional requirements.

Perfective maintenance aligns with the SDLC's maintenance phase, ensuring the software evolves to support future business requirements.

Reference: EPI CITM study guide, under Application Management, likely covers software maintenance types in the SDLC, emphasizing perfective maintenance for enhancements. Refer to sections on application lifecycle or maintenance strategies.

NEW QUESTION # 48

During Post Implementation Review (PIR) of changes, it is lately concluded that an unusual high number of changes failed to meet their objectives. What is the most likely cause of this?

- **A. Lack of effort in assessing and evaluating change requests**
- B. Insufficient budget allocation
- C. Insufficient resources for change implementation
- D. Change Advisory Board (CAB) meetings are not taking place

Answer: A

Explanation:

A high failure rate of changes during Post Implementation Review (PIR) in ITIL's change management process suggests a deficiency in the assessment and evaluation of change requests (A). Proper assessment involves analyzing risks, impacts, and feasibility before approving changes. If this step is inadequate (e.g., overlooking conflicts or underestimating impacts), changes are more likely to fail, as they may not align with objectives or be poorly planned.

* Insufficient resources (B): May cause delays but is less directly tied to failed objectives compared to poor assessment.

* CAB meetings not taking place (C): The CAB reviews changes, but the scenario doesn't indicate meetings are absent; poor assessment can occur even with CAB involvement.

* Insufficient budget (D): May limit implementation but is less likely the primary cause of failed objectives.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's change management process, emphasizing the importance of change assessment. Check sections on change management or PIR.

NEW QUESTION # 49

Controls to manage risk have been implemented and evaluated successfully. Risks are now at the level which the organization is

willing to accept. What is the name of this risk?

- A. Modified risk
- **B. Residual risk**
- C. Reduced risk
- D. Lowered risk

Answer: B

Explanation:

In risk management, after controls are implemented to mitigate risks, the remaining risk that the organization is willing to accept is called residual risk (C). According to frameworks like ISO/IEC 27001 and COBIT, residual risk represents the level of risk that persists after applying controls, deemed acceptable based on the organization's risk appetite. For example, if a control reduces the likelihood or impact of a threat (e.g., data breach), the remaining exposure is the residual risk, which the organization monitors but does not further mitigate unless necessary.

* Reduced risk (A): Not a standard term; implies a general decrease but lacks specificity.

* Lowered risk (B): Similar to reduced risk, not a recognized term in risk management frameworks.

* Modified risk (D): Implies risk alteration but is not a standard term for post-control risk levels.

Residual risk is a critical concept in risk management, ensuring organizations understand and accept the remaining exposure after mitigation efforts.

Reference: EPI CITM study guide, under Risk Management, likely references ISO/IEC 27001 or COBIT, emphasizing residual risk in risk assessment and treatment processes. Check sections on risk management frameworks or risk evaluation.

NEW QUESTION # 50

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

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

Answer: C

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 # 51

As part of feedback collection techniques, it is suggested to include anonymous feedback. What would be the most likely reason for this?

- A. Avoidance of non-compliance to regulations
- **B. Promotion of honest feedback while avoiding fear for backfiring on the participant**
- C. Easier processing of data collected
- D. Reduced time spent for feedback participant

Answer: B

Explanation:

The primary reason for including anonymous feedback in feedback collection is to promote honest feedback while avoiding fear for backfiring on the participant (B). Anonymity encourages participants to provide candid, truthful responses without worrying about repercussions, such as criticism or retaliation, which is critical in service management for gathering accurate insights into service quality or issues. According to ITIL's continual service improvement (CSI), honest feedback is essential for identifying areas for

improvement.

* Avoidance of non-compliance (A): Anonymity is unrelated to regulatory compliance in this context.

* Easier processing of data (C): Anonymity may complicate data processing by removing identifiers, not simplifying it.

* Reduced time (D): Anonymity doesn't inherently reduce the time required for feedback.

Reference: EPI CITM study guide, under Service Management, likely discusses feedback collection in ITIL's CSI framework, emphasizing anonymity for honest input. Check sections on customer feedback or service improvement.

NEW QUESTION # 52

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