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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.
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	• 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 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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.

Valid EXIN CITM Test Papers, CITM Exam Sample Questions

Our team of experts updates actual EXIN EPI Certified Information Technology Manager (CITM) questions regularly so you can prepare for the EXIN EPI Certified Information Technology Manager (CITM) exam according to the latest syllabus. Additionally, we also offer up to 1 year of free EXIN EPI Certified Information Technology Manager (CITM) exam questions updates. We have a 24/7 customer service team available for your assistance if you get stuck somewhere. Buy EXIN CITM Latest Questions of Dupleader now and get ready to crack the CITM certification exam in a single attempt.

EXIN EPI Certified Information Technology Manager Sample Questions (Q15-Q20):

NEW QUESTION # 15

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

Answer: D

Explanation:

A 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 # 16

The new social media platform is multi-media supported and will generate a large volume of raw data. The marketing department has a need for advanced analysis of this data. Which data management technology applies best?

- A. Digital Asset Management (DAM)
- **B. Big Data Analysis**
- C. Master Data Management (MDM)
- D. Online Analytical Processing (OLAP)

Answer: B

Explanation:

The scenario describes a social media platform generating a large volume of raw data (e.g., user interactions, multimedia content) and a need for advanced analysis by the marketing department. Big Data Analysis (B) is the best technology, as it handles large, unstructured datasets and uses advanced techniques (e.g., machine learning, predictive analytics) to derive insights, such as user behavior or campaign effectiveness.

* Master Data Management (MDM) (A): Focuses on managing core business data (e.g., customer records) for consistency, not analyzing large raw datasets.

* Digital Asset Management (DAM) (B): Manages multimedia assets (e.g., images, videos) for storage and retrieval, not advanced analysis.

* Online Analytical Processing (OLAP) (C): Supports multidimensional analysis of structured data but is less suited for unstructured,

large-scale social media data compared to big data tools.

Big Data Analysis aligns with IT strategy for leveraging large datasets to drive business value, as per modern data management frameworks.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data management technologies, emphasizing big data for advanced analytics. Refer to sections on data analytics or emerging technologies.

NEW QUESTION # 17

Before the marketing department will decide on a new advertising campaign, it wants to be able to gain more insights into the customer, being able to predict the products customers will purchase in the near future. What is a 'must-have' criterion in terms of the technology the marketing department is interested in?

- A. Records Management System (RMS)
- **B. Advanced analytics**
- C. Ad hoc analysis
- D. Business Intelligence (BI)

Answer: B

Explanation:

To predict future customer purchases, the marketing department requires advanced analytics (B), which involves sophisticated data analysis techniques, such as predictive modeling, machine learning, and data mining. These technologies enable the department to analyze customer behavior, identify patterns, and forecast purchasing trends, supporting targeted advertising campaigns.

* Records Management System (RMS) (A): Focuses on managing and storing records, not predictive analysis.

* Ad hoc analysis (C): Allows for on-demand, one-off queries but lacks the predictive capabilities of advanced analytics.

* Business Intelligence (BI) (D): Provides reporting and historical data analysis but is less focused on predictive modeling compared to advanced analytics.

Advanced analytics aligns with IT strategy goals of leveraging data for competitive advantage, as it supports predictive insights critical for marketing decisions.

Reference: EPI CITM study guide, under IT Strategy, likely discusses data-driven technologies like advanced analytics for business decision-making. Refer to sections on emerging technologies or data analytics.

NEW QUESTION # 18

Your organization considers a job rotation program. What is the main objective?

- A. Allow staff a diversity in their daily responsibilities
- B. Train staff on a range of activities common in daily operations
- **C. Support the long-term continuity of the organization**
- D. Increase staff job satisfaction

Answer: C

Explanation:

The main objective of a job rotation program in an IT organization is to support the long-term continuity of the organization (C). Job rotation ensures that multiple staff members are trained across various roles and tasks, reducing dependency on specific individuals and mitigating risks associated with staff turnover or absences. This approach enhances organizational resilience by creating a flexible, cross-trained workforce capable of maintaining operations, aligning with IT organization principles for workforce planning and business continuity.

* Train staff on a range of activities (B): While training is a benefit, it is a means to achieve continuity, not the primary objective.

* Increase staff job satisfaction (D): Job satisfaction may be a secondary benefit, but it's not the main goal in an IT context.

* Allow staff a diversity in responsibilities (A): Diversity in tasks is a byproduct, not the primary focus, which is organizational continuity.

According to human resource management frameworks, job rotation is a strategic tool for ensuring operational stability, particularly in IT environments where specialized skills are critical.

Reference: EPI CITM study guide, under IT Organization, likely discusses workforce planning and job rotation for continuity. Check sections on human resource management or organizational resilience.

NEW QUESTION # 19

Whilst creating the IT service catalog, a needs analysis is conducted. One of the items discussed is the data points required for the IT services. What is the objective of these data points?

- A. To establish the operating hours of the IT services
- B. To determine the life expectancy of IT services
- C. To identify the data being used by the customer
- D. To measure the performance of IT services delivered

Answer: D

Explanation:

In ITIL's service catalog management, data points required for IT services are used to measure the performance of IT services delivered (A). These data points (e.g., uptime, response times, incident resolution rates) enable the IT provider to monitor and report on service quality, ensuring alignment with service level agreements (SLAs) and customer expectations. A needs analysis identifies key performance indicators (KPIs) to track service effectiveness.

* Identify data used by the customer (B): Focuses on customer data usage, not service performance.

* Determine life expectancy (C):Relates to service lifecycle planning, not data points.

* Establish operating hours (D): Operating hours are a service attribute, not the primary purpose of data points.

Reference: EPI CITM study guide, under Service Management, likely references ITIL's service catalog management, emphasizing KPIs for performance measurement. Check sections on service catalog or performance metrics.

NEW QUESTION # 20

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