



Download Exin CITM Exam Dumps Free

Shared by Pittman on 17-06-2026

For More Free Questions and Preparation Resources

Check the Links on Last Page



Question 1

Question Type: MultipleChoice

Being part of service management, business relationship management follows the principles of the service lifecycle. Which of the below is not part of activities defined in service operation?

Options:

- A- Communicate scheduled outages
- B- Report service performance
- C- Escalation
- D- Define service strategy

P2P
exams

Answer:

D

Explanation:

In ITIL, the service operation phase focuses on delivering and managing services, including activities like communicating scheduled outages (A), reporting service performance (B), and handling escalations (C). Defining service strategy (D) is part of the service strategy phase, not service operation, as it involves planning and aligning services with business goals.

Question 2

Question Type: MultipleChoice

Whilst creating the budget for the project, stakeholders demand that the project manager submits a budget proposal as accurate as possible, supported by a Work/Product Breakdown Structure (WBS/PBS). What is the preferred budget estimation?

Options:

- A- Bottom-up estimate
- B- Rough Order of Magnitude (ROM)
- C- Analogous estimate
- D- Budget estimate

P2P
exams

Answer:

A

Explanation:

For a budget proposal that must be as accurate as possible and supported by a Work Breakdown Structure (WBS) or Product Breakdown Structure (PBS), the bottom-up estimate (A) is preferred. This method involves estimating costs for each task or deliverable in the WBS/PBS, then aggregating them to calculate the total budget. According to PMBOK, bottom-up estimation leverages detailed data, ensuring high accuracy, especially when a WBS is available.

Rough Order of Magnitude (ROM) (B): A high-level estimate with low accuracy (50%), used early in projects, not suitable for detailed budgeting.

Analogous estimate (C): Relies on historical data from similar projects, less accurate than bottom-up when detailed WBS data exists.

Budget estimate (D): A general term, not a specific technique, and less precise than bottom-up.

Question 3

Question Type: MultipleChoice

On behalf of senior management, the Human Resource management department instructs all unit managers to perform appraisal meetings using SMART conditions. Which method is expected to be followed?

Options:

- A- Management By Objectives
- B- Graphic rating scales
- C- Ranking
- D- Performance ranking method

Answer:

A

Explanation:

SMART (Specific, Measurable, Achievable, Relevant, Time-bound) is a goal-setting framework commonly associated with Management By Objectives (MBO). MBO involves setting clear, measurable objectives for employees, aligning individual performance with organizational goals. In appraisal meetings, using SMART conditions ensures that performance goals are clearly defined and trackable, which is a hallmark of MBO.

Graphic rating scales (B) involve rating employees on a scale for various traits, not necessarily tied to SMART goals. Ranking (C) and Performance ranking method (D) focus on comparing employees, which doesn't align with SMART's emphasis on individual, objective-based performance evaluation.

Question 4

Question Type: MultipleChoice

Business is changing fast, resulting in the need to formally appoint a new staff member responsible for guiding the process in a controlled manner. Which role does apply?

Options:

- A- Risk Manager
- B- Service Level Manager
- C- Business Relationship Manager
- D- Change Manager

Answer:

D

Explanation:

In a fast-changing business environment, a Change Manager (D) is responsible for guiding the change process in a controlled manner. According to ITIL, the Change Manager oversees the change management process, ensuring that changes to IT services or infrastructure are assessed, approved, and implemented with minimal disruption to business operations. This role is critical when rapid business changes require structured control to maintain stability and alignment with organizational goals.

Risk Manager (A): Focuses on identifying and mitigating risks, not directly managing change processes.

Service Level Manager (B): Ensures service levels meet agreed standards, focusing on service

delivery rather than change control.

Business Relationship Manager (C): Manages relationships with business stakeholders to align IT services with needs, not specifically change processes.

The Change Manager's role, as defined in ITIL's change management framework, is essential for controlling the pace and impact of changes in a dynamic environment.

Question 5

Question Type: MultipleChoice

A new system (application) is developed for the marketing department. Stakeholders have demanded an independent white box test to take place. What are the stakeholders' biggest concern?

Options:

- A- The capacity of the new system
- B- The performance of the system
- C- The quality of the source code of the system
- D- The functionality of the system

Answer:

C

Explanation:

A white box test involves testing the internal structure and code of an application, requiring access to its source code. The stakeholders' demand for an independent white box test indicates their primary concern is the quality of the source code (C). This type of testing, conducted by an independent party, ensures the code is well-structured, secure, and free of defects that could lead to vulnerabilities or inefficiencies.

Capacity (A): Refers to the system's ability to handle load, typically tested via performance or stress testing, not white box testing.

Performance (B): Focuses on speed and responsiveness, evaluated through performance testing, not white box testing.

Functionality (D): Is tested via black box testing, which focuses on inputs and outputs without

examining the code.

White box testing is a technical process often aligned with SDLC quality assurance practices, ensuring code reliability and maintainability, which is critical for stakeholders concerned about long-term system integrity.

Question 6

Question Type: MultipleChoice

A selection process for new IT staff has started. The Human Resource department has requested to follow the corporate staff hiring protocol. One mandatory item to be included is additional screening. What is verified by doing this?

Options:

- A- Salary demands
- B- Number of years working experience
- C- Criminal record
- D- Educational level

Answer:

C

Explanation:

In corporate hiring protocols, additional screening typically refers to background checks beyond basic qualifications, such as verifying a candidate's criminal record. This is critical for IT roles, where employees may have access to sensitive systems and data, ensuring trustworthiness and compliance with security policies.

Salary demands (A) are negotiated during the hiring process, not screened. Number of years of experience (B) and educational level (D) are verified through resumes and standard checks, not typically classified as "additional screening," which focuses on security-related checks like criminal records.

Question 7

Question Type: MultipleChoice

From the list below, which activity is not considered to be an activity in the software development phase?

Options:

- A- Code writing
- B- Testing
- C- Documenting
- D- Implementation



Answer:

D

Explanation:

In the Software Development Life Cycle (SDLC), the development phase typically includes code writing (A), testing (B), and documenting (C) to build and verify the software. Implementation (D) is part of the deployment phase, where the software is installed and made operational in the production environment, not part of development.



To Get Premium Files for CITM Visit

<https://www.p2pexams.com/products/citm>

For More Free Questions Visit

<https://www.p2pexams.com/exin/pdf/citm>

20%
DISCOUNT

P2P
exams