



Exin CITM Practice Questions

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Question 1

Question Type: MultipleChoice

Senior management requests a service requirement analysis to justify the need for a vendor. During the analysis, it is concluded that the internal IT provider has insufficient manpower and lacks the skills to deliver the work required. Which gaps are identified?

Options:

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

Answer:

B

Explanation:

The analysis identifies insufficient manpower (a staffing issue) and lack of skills (a capability issue) within the internal IT provider. These gaps correspond to organizational (manpower, related to staffing and resource allocation) and technical (skills, related to expertise and technical capabilities) deficiencies (B).

Financial and organizational (A): Financial gaps (e.g., budget constraints) are not mentioned in the scenario.

Financial and technical (C): Financial issues are not indicated; the focus is on manpower and skills.

According to vendor management frameworks, identifying gaps in internal capabilities (e.g., staffing and technical expertise) justifies outsourcing to a vendor to fill these deficiencies.

Question 2

Question Type: MultipleChoice

The IT service catalog is being reviewed. Which of the below is not considered a criterion for review?

Options:

- A- Are any of the existing services up for retiring within the foreseeable future?
- B- Are there any new laws, codes, and/or regulations which might impact the current service offerings?
- C- Are there any changes in the IT service provider organization?
- D- Are the service offerings still relevant and appropriate?

Answer:

C

Explanation:

Reviewing an IT service catalog, as per ITIL service asset and configuration management, focuses on ensuring services align with business needs and compliance requirements. Key criteria include:

Retiring services (A): Assessing whether services are outdated or no longer needed is critical.

New laws, codes, or regulations (B): Compliance with legal or regulatory changes is essential to avoid penalties.

Service relevance and appropriateness (D): Ensures services meet current business objectives and user needs.

Changes in the IT service provider organization (C), such as internal restructuring or staffing changes, are not typically a direct criterion for service catalog review, as the catalog focuses on services offered, not the provider's internal operations.

Question 3

Question Type: MultipleChoice

As part of the business continuity plan preparations, management wants a site arrangement to facilitate a desk for the workers. Which site do you recommend?

Options:

- A- Hot site
- B- Cold site
- C- Warm site
- D- Mobile site

Answer:

A

Explanation:

For a business continuity plan requiring a site to facilitate desks for workers, a hot site (A) is recommended. A hot site is a fully equipped, operational facility with real-time data replication, allowing immediate resumption of operations with minimal downtime. According to ISO 22301, hot sites are ideal for critical operations requiring desks, IT infrastructure, and immediate availability for workers to continue business processes post-disaster.

Cold site (B): A basic facility with minimal equipment, requiring significant setup time, unsuitable for immediate worker use.

Warm site (C): Partially equipped with some infrastructure but not fully operational, requiring setup time.

Mobile site (D): A temporary, portable solution, less suitable for sustained operations compared to a hot site.

Question 4

Question Type: MultipleChoice

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?

Options:

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

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.



Question 5

Question Type: MultipleChoice

During financial year closing, a processing error in a critical financial system occurs. Senior management demands a change to be implemented in order to not further delay the business processes. Which sort of change is applied?

Options:

- A- Normal
- B- Standard
- C- Exceptional
- D- Emergency

Answer:

D

Explanation:

In ITIL (Information Technology Infrastructure Library), an emergency change is implemented to address urgent issues that significantly impact business operations, such as a processing error during financial year closing. Emergency changes are fast-tracked to restore service or prevent further disruption, bypassing some standard change management processes while still requiring approval.

Normal changes (A) follow the full change management process, standard changes (B) are pre-approved and routine, and exceptional (C) is not a standard ITIL term. Emergency change (D)

fits the scenario of urgent action to avoid business delays.

Question 6

Question Type: MultipleChoice

The new system (application) is ready for adoption (implementation). The customer is concerned that an instant change-over from the current system to the new system will create a large impact on the user base. You are requested to propose an approach for adoption. Which of the items listed below is recommended?

Options:

- A- Big bang
- B- Parallel
- C- Coordinated
- D- Phased

Answer:

B

Explanation:

When implementing a new system, the customer's concern about a large impact on the user base suggests the need for a low-risk, controlled adoption strategy. In application management, the parallel adoption approach (B) involves running both the old and new systems simultaneously for a period, allowing users to transition gradually while ensuring the new system functions correctly. This minimizes disruption, as the old system remains operational as a fallback if issues arise with the new system.

Big bang (A): This approach involves switching entirely to the new system at once, which is high-risk and likely to cause significant disruption, especially for a concerned user base. It's unsuitable here due to the potential for widespread impact.

Coordinated (C): This is not a standard term in application deployment strategies. It may imply a managed transition but lacks the specificity of parallel or phased approaches.

Phased (D): This involves rolling out the new system incrementally (e.g., by department or module), which reduces risk but doesn't provide the same level of safety as parallel, where both systems run concurrently to ensure continuity.

The parallel approach is ideal for mitigating risks during a critical system transition, as it allows

validation of the new system's performance while maintaining business continuity. According to ITIL or SDLC frameworks, parallel adoption is often recommended for mission-critical systems to ensure stability and user acceptance.

Question 7

Question Type: MultipleChoice

In business continuity planning, the maximum age of the data to restore in the event of a disaster is considered which of the following?

Options:

- A- Maximum Time Allowed (MTA)
- B- Recovery Time Objective (RTO)
- C- Maximum Allowable Outage (MAO)
- D- Recovery Point Objective (RPO)

Answer:

D

Explanation:

The Recovery Point Objective (RPO) (D) in business continuity planning defines the maximum age of data (i.e., the amount of data loss acceptable) that can be tolerated in a disaster before recovery. It represents the time between the last backup and the point of failure, indicating potential data loss. For example, an RPO of 4 hours means up to 4 hours of data could be lost. According to ISO 22301, RPO is critical for determining backup and replication strategies.

Maximum Time Allowed (MTA) (A): Not a standard term in business continuity.

Recovery Time Objective (RTO) (B): Defines the maximum downtime before recovery, not data loss.

Maximum Allowable Outage (MAO) (C): Refers to the maximum time a system can be unavailable, similar to RTO, not data loss.

Question 8

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

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.

Question 9

Question Type: MultipleChoice

The organization's online retail system popularity has resulted in global demand. To provide customers with a 24x7 option for support in regard to returning products, a virtual assistant is designed providing simple instructions based on pre-defined questions which are commonly asked by customers. Which type of Machine Learning (ML) is applied?

Options:

- A- Unsupervised
- B- Supervised
- C- Reinforcement learning
- D- Deep learning

Answer:

B

Explanation:

The scenario describes a virtual assistant designed to provide simple instructions for product returns based on pre-defined questions commonly asked by customers. This indicates the use of supervised machine learning (B), where the system is trained on a labeled dataset (e.g., questions paired with correct responses) to predict appropriate answers. Supervised learning is ideal for applications like chatbots or virtual assistants that rely on predefined input-output pairs to handle customer queries efficiently.

Unsupervised (A): Involves finding patterns in unlabeled data (e.g., clustering), not suitable for predefined question-response tasks.

Reinforcement learning (C): Focuses on learning through trial and error with rewards, used in dynamic environments (e.g., robotics), not for static question answering.

Deep learning (D): A subset of supervised or unsupervised learning using neural networks, but the question doesn't specify complex architectures, making supervised learning the broader, correct choice.

Supervised learning aligns with IT strategy for deploying AI-driven customer support tools, as it ensures accurate, predictable responses based on trained data, enhancing user experience in a global retail system.

Question 10

Question Type: MultipleChoice

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?

Options:

- A- Top-down
- B- Three-point
- C- Comparative
- 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.

Question 11

Question Type: MultipleChoice

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?

Options:

- A- Reduced risk
- B- Lowered risk
- C- Residual risk

D- Modified risk

Answer:

C

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.

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