



**EXIN
EPI IT Management**

CITM®

Certified by


Preparation Guide

Edition 201903





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1. Overview

EXIN / EPI Certified Information Technology Manager (CITM.EN)

Scope

Certified Information Technology Manager (CITM) is a certification within the EXIN EPI IT Management certification program that validates a professional's knowledge of and competences in key components of the IT business. CITM is part of a larger structure of certifications for professionals working in the IT business.

Summary

Working in the IT industry is a true challenge. The ever growing complexity and integration of business processes and the continuous evolvement of information technology have reached levels never seen before and to keep up with all the changes is truly demanding.

This has led to a serious shortage of skilled IT workers that are relevant and updated on the changes in the industry. The high demand for skilled IT workers is still growing and becoming more critical than ever before. It is imperative that an IT professional continue leveraging himself/herself to remain relevant in the industry.

The Certified Information Technology manager (CITM) certification is aligned with competence level-3 of the e-CF. It has been designed to teach the skills, knowledge and competencies required of the modern IT manager working at the team-leader, supervisor or management level in IT management. Candidates who successfully complete the course and pass the CITM exam will be awarded the globally recognized CITM credential. This will prove that they have gained the competences required to manage IT teams successfully, and be able to place themselves above their peers, delivering added value to their organizations.



Context

The EXIN EPI IT Management certification program offers a career track at three levels, CITO (Certified Information Technology Operator), CITM (Certified Information Technology Manager) and CITD (Certified Information Technology Director).



EPI IT Training Framework[®]

Governance / Operations

CITD[®]
Certified IT Director

CITM[®]
Certified IT Manager

CITO[®]
Certified IT Operator

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Target group

This certification is most suited for seasoned IT professionals who have a need to understand the current requirements and core competences for managing IT in mission-critical environments. It is best suited for participants who have between two and four years of actual working experience in IT, with knowledge of systems, network and/or applications, service desk operations and/or IT professionals working in the position of team leader/supervisor/manager in any area of IT. This includes those individuals working in the field of sales and consultancy with solution providers.

Requirements for certification

- Successful completion of the EXIN / EPI Certified Information Technology Manager exam.
- Successful completion of an accredited EXIN / EPI Certified Information Technology Manager training.

To gain the most from this certification, the candidate should have two to four years of actual working experience in IT. Candidates who successfully pass the exam will receive the official 'Certified Information Technology Manager' certificate. The certification is valid for three years after which the candidate needs to re-certify.



Examination details

Examination type:	Multiple-choice questions
Number of questions:	50 questions
Pass mark:	66%
Open book/notes:	No
Electronic equipment/aides permitted:	No
Time allotted for examination:	75 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

Training

Any training leading to the CITM certification must be given by certified trainers. CITM is an instructor-led three day course that uses a combination of lectures and question-and-answer sessions, to discuss participants' specific needs and issues experienced in their own environment. Participants are able to tap into the trainer's extensive experience to enable them to solve practical problems in their current environment.

Lab exercises

The CITM training course is supported with a set of lab exercises which is distributed together with the course manual. The instructor may run lab exercises during the course, but alternatively the instructor may assign the lab exercises as homework. The students must submit their lab exercises results before the end of the course. The lab exercises do not influence the outcome of the final exam.

Contact hours

The recommended number of contact hours for this training course is 21. This includes group assignments, exam preparation and short breaks. This number of hours does not include lunch breaks, homework and the exam.

Indication study effort

20-30 hours, depending on existing knowledge. This does not include the hours of the mandatory training.

Training organization

You can find a list of our accredited training organizations at www.exin.com.



2. Exam requirements

The exam requirements are specified in the exam specifications. The following table lists the topics of the module (exam requirements) and the subtopics (exam specifications).

Exam requirement	Exam specification	Weight
1. Plan		6%
	1.1 IT Strategy	6%
2. Build		10%
	2.1 Application Management	10%
3. Run		10%
	3.1 Service Management	10%
4. Enable		22%
	4.1 IT Organization	8%
	4.2 Vendor Selection	6%
	4.3 Information and Knowledge Management	6%
5. Manage		52%
	5.1 Vendor Management	4%
	5.2 Project Management	10%
	5.3 Business Continuity Management	8%
	5.4 Risk Management	10%
	5.5 Information Security Management	10%
	5.6 Business Change Management	6%
	5.7 Quality Management	6%
	Total	100%

Exam specifications

1. Plan

1.1 IT Strategy

The candidate is able to...

- 1.1.1 Conduct a needs analysis
- 1.1.2 Create the IT service catalog
- 1.1.3 Select the appropriate content for a Service Level Agreement (SLA)
- 1.1.4 Review IT services

2. Build

2.1 Application Management

The candidate is able to...

- 2.1.1 Explain Software Development Life Cycle Models (SDLC)
- 2.1.2 Distinguish between functional, non-functional and behavioural requirements
- 2.1.3 Categorize options for testing
- 2.1.4 Distinguish techniques for software adoption
- 2.1.5 Compare options for software maintenance

3. Run

3.1 Service Management

The candidate is able to...

- 3.1.1 Produce steps a for incident management process flow
- 3.1.2 Distinguish levels and options for escalation
- 3.1.3 Distinguish approaches for problem management
- 3.1.4 Distinguish the various types of changes
- 3.1.5 Analyze normal change requests

4. Enable

4.1 IT Organization

The candidate is able to...

- 4.1.1 Choose sourcing options
- 4.1.2 Select candidates for job vacancies
- 4.1.3 Conduct the selection process
- 4.1.4 Appraise staff performance
- 4.1.5 Implement job rotation program

4.2 Vendor Selection

The candidate is able to...

- 4.2.1 Analyze service requirements
- 4.2.2 Select vendor proposal evaluation criteria
- 4.2.3 Perform vendor reference check
- 4.2.4 Define content for vendor contracts

4.3 Information and Knowledge Management

The candidate is able to...

- 4.3.1 Distinguish between information and data management
- 4.3.2 Select the appropriate data management technology
- 4.3.3 Distinguish between business intelligence and advanced analytics

5. Manage

5.1 Vendor Management

The candidate is able to...

- 5.1.1 Organize vendor management meetings
- 5.1.2 Create criteria for vendor re-tendering

5.2 Project Management

The candidate is able to...

- 5.2.1 Distinguish high level processes in project management
- 5.2.2 Select techniques for estimation of project activities
- 5.2.3 Select cost estimates techniques
- 5.2.4 Distinguish skills for effective communication
- 5.2.5 Organize project risk activities

5.3 Business Continuity Management

The candidate is able to...

- 5.3.1 Identify the business continuity management disciplines
- 5.3.2 Distinguish between internal and external context of the organization
- 5.3.3 Select resources for organizing the business continuity management system (BCMS)
- 5.3.4 Explain the activities in a Business Impact Analysis (BIA)
- 5.3.5 Identify competences for roles in the Business Continuity Management (BCM) program

5.4 Risk Management

The candidate is able to...

- 5.4.1 Explain the phases for a risk assessment
- 5.4.2 Distinguish risk analysis techniques
- 5.4.3 Select options for risk treatment
- 5.4.4 Construct Risk Treatment Plan (RTP)
- 5.4.5 Calculate risk

5.5 Information Security Management

The candidate is able to...

- 5.5.1 Explain the properties of information security
- 5.5.2 Distinguish security control categories
- 5.5.3 Select appropriate security controls
- 5.5.4 Explain information security awareness
- 5.5.5 Choose options and techniques for an information security awareness program

5.6 Business Change Management

The candidate is able to...

- 5.6.1 Distinguish business change models
- 5.6.2 Identify business needs
- 5.6.3 Explain new technologies

5.7 Quality Management

The candidate is able to...

- 5.7.3 Prepare for a service review meeting
- 5.7.4 Choose customer feedback techniques
- 5.7.5 Create a customer survey

3. List of Basic Concepts

This chapter contains the terms and abbreviations with which candidates should be familiar.

Please note that knowledge of these terms alone does not suffice for the exam; the candidate must understand the concepts and be able to provide examples.

Administrative controls	Performance appraisal
Advanced analytics	PERT diagram
Asset	Physical controls
Availability	Platform as a Service (PaaS)
BCM competences	Private cloud
BCM resources	Pro-active problem management
BCM Scope	Probability
Behavioral requirements	Problem analysis techniques
Big data	Problem categorization
Bring Your Own Device (BYOD)	Problem management
Business change	Problem prioritizing
Business Continuity Management (BCM)	Project constraints
Business Impact Analysis (BIA)	Project estimation
Business intelligence	Project management
Career plan development	Project organization
Change Advisory Board (CAB)	Project quality
Change management	Project risk
Cloud computing	Project scope
Communication	Public cloud
Community cloud	Qualitative analysis
Confidentiality	Quality management
Contract management	Quality register
Cost estimates	Quantitative analysis
Cost-benefit comparison	Reactive problem management
Customer survey	Request for Information (RFI)
Data management	Request for Proposal (RFP)
Emergency change	Risk analysis
Enterprise Architecture (EA)	Risk assessment
Enterprise Risk Management (ERM)	Risk communication
External context	Risk evaluation
Functional requirements	Risk management
Gantt chart	Risk monitoring and review
Hiring plan	Risk register
Hybrid cloud	Risk treatment
Impact	Roles and responsibilities
Incident categorization	Security incident response
Incident escalation	Semi-quantitative analysis
Incident management	Service Level Agreement (SLA)
Incident prioritizing	Service Level Management (SLM)



Information management
Information security awareness
Information security controls
Information security management
Information Technology (IT)
Infrastructure as a Service (IaaS)
Integrity
Internal context
Internet of Things (IoT)
IT organization
IT service catalog
IT service review
Job rotation
Key Performance Indicator (KPI)
Key Performance Objectives (KPO)
Metrics
Non-functional requirements
Normal change

Service requirements analysis
Skills matrix
Social media
Software adoption (implementation)
Software as a Service (SaaS)
Software Development Life Cycle (SDLC)
Software maintenance
Software Quality Assurance (SQA)
Source code analysis
Sourcing
Standard change
Sustainable development
Technical (logical) controls
Testing
Threat
Vendor negotiation
Vulnerability





4. Literature

Before the CITM course candidates receive *Student Courseware*.
For further information we refer to www.epi-ap.com.





Contact EXIN

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