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# **GAQM CITM-001**

**Certified Information Technology Manager Exam**



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## Question: 1

Organizations are linked extensively to increase (Choose two)

- A. Reduce Cycle Times
- B. Increase Cycle Times
- C. Improve Accuracy
- D. Increase Capability

**Answer: A, C**

Explanation:

Organizations are linked extensively to increase their efficiency and effectiveness in achieving their goals.

By reducing cycle times, organizations can deliver their products or services faster and more responsively

to their customers. By improving accuracy, organizations can reduce errors, waste, and rework, and enhance their quality and reliability. These outcomes can also increase the capability of the organization to meet the changing needs and expectations of the market and the stakeholders. Reference: Sample Exam - GAQM, page 1, question 1; The Future of Flexibility at Work, paragraph 4.

## Question: 2

Temporary work groups may include employees of customers, suppliers or partner corporations.

- A. True
- B. False

**Answer: A**

Explanation:

Temporary work groups are formed for a specific purpose and usually dissolve after the task is completed. They may include employees of customers, suppliers or partner corporations who collaborate with the organization to achieve a common goal. For example, a temporary work group may be created to develop a new product, launch a marketing campaign, or implement a new system.

Temporary work groups can benefit from the diverse perspectives, skills, and resources of their members, as well as foster innovation and learning. Reference: CITM Course Outline, Flexible Work Arrangements: Types and Benefits

### Question: 3

How many trends have drastically altered the way organizations use technology?

- A. Six
- B. Seven
- C. Eight
- D. Five

**Answer: A**

Explanation:

According to the CITM certification, there are six trends that have drastically altered the way organizations use technology. These are:

Cloud computing: The delivery of computing services over the internet, such as servers, storage, databases, networking, software, analytics, and intelligence. Cloud computing enables organizations to access scalable, flexible, and cost-effective IT resources on demand.

Big data and analytics: The collection, processing, and analysis of large and complex data sets to generate insights and value. Big data and analytics enable organizations to improve decision making, optimize operations, enhance customer experience, and create new products and services.

Social media and collaboration: The use of online platforms and tools to communicate, share, and interact with others. Social media and collaboration enable organizations to engage with customers, employees, partners, and stakeholders, as well as to foster innovation and knowledge sharing.

Mobile and wireless: The use of devices and networks that allow users to access information and services anytime and anywhere. Mobile and wireless enable organizations to extend their reach, improve productivity, and offer convenience and personalization.

Internet of things (IoT): The network of physical objects that are embedded with sensors, software, and other technologies to connect and exchange data with other devices and systems. IoT enables organizations to monitor and control their assets, processes, and environments, as well as to create new business models and opportunities.

Cybersecurity: The protection of information systems and data from unauthorized access, use, disclosure, modification, or destruction. Cybersecurity enables organizations to safeguard their assets, reputation, and trust, as well as to comply with laws and regulations.

Reference:

CITM certification, page 9

McKinsey Technology Trends Outlook 2023

Here's how technology has changed the world since 2000

10 Ways Technology Has Reshaped the Modern Workplace

### Question: 4

True or False: Managers today make Information Technology an integral part of their jobs.

- A. True

B. False

**Answer: A**

Explanation:

Managers today make Information Technology an integral part of their jobs because IT plays a fundamental role in both the structure and control of the modern business. IT enables managers to perform various tasks such as planning, organizing, leading, and controlling more efficiently and effectively. IT also helps managers to communicate, coordinate, and collaborate with internal and external stakeholders, as well as to access, analyze, and interpret information for decision making. IT also supports innovation, creativity, and competitiveness in the dynamic and globalized environment. Therefore, managers need to have an excellent grasp of the functionality, capabilities, and effects of the technology that they implement and manage. Reference:

<https://www.exin.com/business-service-management/exin-epi-it-management/certified-informationtechnology-manager/>

<https://aibm.us/certified-it-manager-citm/>

### Question: 5

Which two management departments are responsible for the success of information processing?  
(Choose two)

- A. Stakeholders Management
- B. Top Management
- C. Middle Management
- D. Bottom Level Management

**Answer: B, C**

Explanation:

Information processing is the exchange of information among people, processes and systems within an organization<sup>1</sup>. It is crucial for achieving business goals, making informed decisions and working efficiently<sup>2</sup>. To effectively deliver the information needed to decision makers, Management Information Systems (MIS) need to have the necessary components to collect, process, store and retrieve the information whenever it is needed<sup>3</sup>. The success of information processing depends on the alignment of MIS with the organizational strategy, structure and culture<sup>3</sup>. Therefore, the two management departments that are responsible for the success of information processing are top management and middle management. Top management is responsible for setting the vision, mission, goals and objectives of the organization, as well as defining the policies and procedures that guide the information flows<sup>3</sup>. Middle management is responsible for implementing the plans and strategies of top management, as well as coordinating and supervising the activities of lower-level managers and employees<sup>3</sup>. Both top and middle management need to ensure that the information systems are aligned with the business needs, and that the information flows are effective, efficient and secure<sup>3</sup>. Reference: 1: Practices for managing information flows within organizations<sup>12</sup>: Management

Information Systems (MIS): Definition and How It Works23: Information management3

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