Iverson Associates Sdn Bhd (303330-M)
Suite T113 – T114, 3rd Floor, Centrepoint, Lebuh Bandar Utama
Bandar Utama, 47800 Petaling Jaya, Selangor Darul Ehsan
Tel: 03-7726 2678   Fax: 03-7727 9737   Website: www.iverson.com.my

Course Outline ::CITO::

Module Title	:	**CITO- CERTIFIED INFORMATION TECHNOLOGY OPERATOR**
Duration	:	**2 days**

Overview

CITO® is a 2-day course designed to teach the competencies required of the modern IT professional working at the operations level in IT. Also known as the IT engineer's course, CITO® candidates will become instantly productive having gained knowledge and understanding of the demands in today's IT infrastructures. Their improved capabilities will deliver immediate results, increasing efficiency and significantly reducing the margin of error.

CITO® is aligned with the latest European e-Competence (e-CF) Framework - addressing proficiency levels 1 and 2 (Associate & Professional). In 2016, the e-CF became a European standard and was published officially as the European Norm EN 16234-1.

Learning Outcome

After completion of the course the participant will be able to:

- Understand the role and importance of Information Technology in the organisation
- Describe the function of the IT organisation, roles and responsibilities
- Provide technical input for vendors RFP (Request for Proposal)
- Cooperate and coordinate with vendors for delivery, maintenance, support and monitoring activities
- Execute basic projects using principles of project management
- Deploy applications and understand application life cycle management
- Identify the options for virtualisation and storage solutions
- Create, publish and maintain documentation
- Operate incident and event management and request fulfilment
- Identify risk and understand the principles of risk management
- Design, implement and operate security logging
- Understand the principles of information security
- Monitor and report on quality in IT

Who Should Attend

System administrators/engineers, service desk operators/agents, network administrators/engineers, software developers/engineers, account managers.

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This course is most suited for aspiring and existing IT professionals from entry level up to two years of actual working experience in IT, with basic knowledge of (operating) systems, network and/or applications, and service desk operations. It is also suited for people who are changing careers and entering the IT professional world.

Course Content

IT strategy

- The need for IT
- IT strategy and key objectives
- IT services and service catalogue
- IT and data centre infrastructure

IT Organization

- IT organization
- Data centre operations
- IT operations
- Data centre roles
- IT operations roles

Vendors

- Vendor selection
- Technical coverage and due diligence of RFP
- Place an receive orders
- Verifying deliveries
- Invoice verification
- Maintenance
- Support
- Monitoring and reporting

Project Management

- Project management methods
- Business case
- Project constraints
- Scope
- Time
- Cost
- Monitor and control
- Change request

- Closing

Applications

- Application Programming Interface (API)
- Software Development Life Cycle (SDLC)
- DevOps
- Design
- Development
- Testing
- Deployment

System Administration

- Server hardware/administration
- Storage
- Virtualisation
- Database administration
- Network essentials

Documentation

- Documentation guidelines
- Lifecycle of documents
- Types of documents
- Document categories

Service Management

- Service desk
- Event management
- Request fulfilment
- Incident management

Risk

- Guidelines
- Assets
- Threats
- Vulnerabilities
- Existing controls
- Consequences
- Risk analysis
- Risk evaluation

- Risk treatment

Information Security

- Standards and guidelines
- Confidentiality
- Integrity
- Availability
- Administrative controls
- Physical controls
- Technical (logical) controls
- Security logging

Technology Trends

- Cloud computing
- Big Data
- Internet of Things (IoT)
- Social media
- Mobile applications
- Bring Your Own Device (BYOD)

Quality

- Quality control
- Quality assurance
- Metrics
- Key Performance Indicators (KPIs)

Exam

Certification exams are administered at the end of the last training day by an authorized training partner. The exam is a 60-minute closed book exam, with 40 multiple-choice questions. The candidate requires a minimum of 26 correct answers to pass the exam.

Certification

Candidates who successfully pass the exam will receive the official 'Certified Information Technology Operator' certificate. The certification is valid for three years after which the candidate needs to re-certify.

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Global accreditation and recognition

The CITO® course material and exam are globally accredited by EXIN. EXIN is a world leading provider of independent certification and accreditation in the IT and data centre sectors. EXIN is ISO-certified (ISO 9001:2008). Operating according to ISO 17024, ISO 27001 and EN 45011, EXIN continuously monitor the quality of exams and accreditations. More than 2 million professionals have been certified by EXIN worldwide.

Recommended next course

Candidates who wish to further specialise in the field of IT operations and management having the ambition for a senior engineer/team leader role and/or management level position should consider attending the CITM® course.