

Module Title : Certified Information Technology Professional (CITP)

Duration : 2 days

Introduction

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

With the high demand for skilled IT workers still growing and becoming more critical than ever before, it is imperative that an IT professional has to continuously keep him/her-self updated on the changes to remain relevant in the industry. EPI has developed the IT Training Framework offering candidates the opportunity to meet these goals. The IT Training Framework offers a career track at three levels, being professional, specialist and expert. The first level is the CITP®.

CITP®

CITP® is a 2-day course designed to teach the skills, knowledge and competencies required of the modern IT professional working at the entry level of IT. CITP® covers the fundamental processes of IT operations.

CITP® 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 for errors.

Audience

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 (re)entering the IT professional world and/or require (re)training in IT.

Global Accreditation



European e-Competence Framework (e-CF)

CITP® is aligned with Level-1 and 2 of the e-CF

EPI IT Training Framework



Course Benefits

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 Request for Proposal
- Cooperate and coordinate with vendors for delivery, maintenance, support and monitoring activities
- Execute basic projects using principles of project management
- Perform application test activities
- Deploy applications and understand application life cycle management
- Identify the options for virtualisation
- Perform basic system administration
- Identify the options for storage solutions
- Create, publish and maintain documentation
- Operate incident- and event management and request fulfilment
- Design and implement controls for the business continuity plan
- Identify risk and understand the principles of risk management
- Design, implement and operate security logging and understand the principles of information security management
- Monitor and report on quality in IT

Course Syllabus

IT Strategy

- The need for Information Technology
- IT strategy and key objectives of IT
- IT services and service catalogue
- IT infrastructure and Data Centre

IT Organisation

- IT organisation
- Data centre operations
- IT operations
- Data centre roles
- IT operations roles

Vendor Selection

- Vendors
- Vendor selection
- RFP / technical coverage / due diligence
- Place and receive orders
- Verifying deliveries
- Invoice verification
- Maintenance and support
- Monitoring and reporting

Project Management

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

- Closing

Applications

- Application program and API's
- Software Development Life Cycle (SDLC)
- DevOps
- Design
- Development
- Testing
- Deployment

System Administration

- Server hardware / server administration
- Storage
- Virtualisation
- Database administration
- Network fundamentals

Documentation

- Importance of document management
- Documentation guidelines
- Documentation lifecycle
- Types of documents
- Document categories
- Content Management System (CMS)

Service Management

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

Business Continuity Planning

- Business continuity strategy

- Resource requirements
- Relocation of staff
- Information requirements
- Back-up strategies
- Site selection
- Business Continuity Plan (BCP)
- Test and exercise
- Review, report and follow-up
- Monitor and review

Risk

- Guidelines
- Risk management
- Identification of assets, threats, vulnerabilities, existing controls and consequences
- Analysis
- Evaluation
- Treatment

Information Security

- Standards and guidelines
- Confidentiality, integrity and availability
- Administrative controls
- Physical controls
- Technical (logical) controls
- Security logging

Quality

- Quality
- Quality control and assurance
- Quality metrics
- Key Performance Indicators

Prerequisites

There is no prerequisite for the CITP® course. However, please refer to the audience description above to gain the most from this course.

Examination

Certification exams are administered at the end of the last training day by an authorised training partner, either using paper-based or online format, depending on the country in which the course is delivered. The exam is a 60-minute closed book exam, with 40 multiple-choice questions. The candidate requires a minimum of 27 correct answers to pass the exam. Online exam results are known immediately and paper-based exam results will be known within one week.

Certification

Candidates who successfully pass the exam will receive the official 'Certified Information Technology Professional' certificate. The certification is valid for three years after which the student needs to re-certify. More information can be found on the EPI corporate website at www.epi-ap.com.