

**Module Title : CITS-CERTIFIED INFORMATION TECHNOLOGY SPECIALIST**

**Duration : 3 days**

## Course Description

Working in the IT industry is a true challenge. The ever growing 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 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.

## EPI IT Training Framework

EPI has developed the first and only vendor-neutral competency-based IT Training Framework in the world to address the need for IT competency training and certification for IT professionals to keep up-to-date and remain relevant. It is also the first and only IT Training Framework which is aligned with the European e-Competence Framework (e-CF).

The EPI IT Training Framework offers a career track at three levels, CITP (Certified IT Professional), CITS (Certified IT Specialist) and CITE (Certified IT Expert). The three training courses are independent. An IT professional can enter the track at any level upon meeting the pre-requisite on number of years' experience.

## CITS (Certified IT Specialist)

CITS is the second course in the EPI IT Training Framework. The CITS course is aligned with competence level-3 of the e-CF.

CITS is a 3-day course designed to teach the skills, knowledge and competences required of the modern IT specialist working at the senior professional, team-leader, supervisor or management level in IT management. Candidates who successfully complete the course and pass the CITS exam will be awarded the globally recognized CITS credential. This will prove that they have gained the competences required to provide leadership and take responsibility for team performances and development in unpredictable environments, using innovative methods. They will be able to place themselves above their peers, delivering added value to their organisations.

## Audience

This course 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.

## Prerequisites

To gain the most from this course, the participant should have two to four years of actual working experience in IT.

## Global Accreditation

The CITS® course is accredited by EXIN, a global, vendor neutral accreditation and examination organisation which has accredited over 2 million IT professionals.

## European e-Competence Framework (e-CF)

The European e-Competence Framework (e-CF) provides a reference of 40 competences as required and applied at the Information and Communication Technology (ICT) workplace, using a common language for competences, skills and proficiency levels.

It enables the identification of skills, competences and competence levels that may be required to successfully perform duties and fulfill responsibilities related to the ICT workplace. The widespread adoption of the e-CF by companies and organisations throughout Europe has started to increase the transparency, mobility and efficiency of ICT sector related human resources. More information can be found at [www.ecompetences.eu](http://www.ecompetences.eu)

## Course Benefits

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

- Provide guidance and implementation for IT strategy as set by senior IT and business management
- Select and manage staff, implement training programs, career plan development and job rotation programs
- Select, evaluate and negotiate vendors using RFI, RFP and selection criteria
- Provide guidance for developing, testing and implementing business applications
- Manage and/or assist in IT project management
- Design and implement service management processes for incident, problem and change management
- Understand the need for business continuity and design the business continuity plan
- Review and implement information security practices and controls

- Assist and initiate risk management practices
- Understand and select new technologies such as cloud computing, big data, Internet of Things and social media to support business change demands
- Select strategies for information management
- Measure and improve quality of IT services

## Course Syllabus

### IT Strategy

- The need for Information Technology
- Enterprise architecture
- Service catalogue
- Service level management
- Sustainable development

### IT Organisation

- Personnel need
- Roles and responsibilities
- Sourcing
- Selection process
- Hiring staff
- Managing staff
- Career planning
- Training / job rotation
- Performance appraisal
- Staff departures

### Vendor Selection / Management

- The importance of vendors
- Vendor selection
- Request For Information (RFI)
- Request For Proposal (RFP)
- Proposal evaluation
- Vendor reference checks
- Contract negotiation
- Contract management

- Vendor management
- Re-compete vendors

#### **Project Management**

- Methodologies
- Project organisation
- Starting up / initiating
- Planning / initiation a project
- Risk
- Quality
- Scope
- Work / Product Breakdown Structure
- PERT diagram / Gantt chart
- Cost
- Communication

#### **Application Management**

- Software Development Life Cycle (SDLC)
- Software Quality Assurance (SQA)
- Requirements
- Development
- Testing
- Adoption (implementation)
- Maintenance

#### **Service Management**

- Incident management
- Problem management
- Change management

#### **Business Continuity Management**

- Standards and guidelines
- Objectives
- Context
- Interested parties
- Scope
- Roles and responsibilities

- Resources and competences
- Awareness and communication
- Documentation
- Business Impact Analysis

#### **Risk Management**

- Guidelines
- Context establishment
- Identification
- Analysis
- Evaluation
- Treatment
- Communication
- Monitoring and control

#### **Information Security Management**

- Standards
- Confidentiality
- Integrity
- Availability
- Controls types
- Guideline for controls selection
- Control categories
- Information security awareness
- Security incident response

#### **Information and Knowledge Management**

- Information management
- Data management
- Information management - technologies
- Business intelligence
- Data management - technologies
- Best practices in data governance
- Pitfalls in data governance

#### **Business Change Management**

- Business change

- Frameworks, models and techniques
- Needs identification
- Cloud computing
- Social media / digital marketing
- Big data
- Internet of Things (IoT)

#### Quality Management

- Standards, guidelines and frameworks
- Objectives
- Activities
- Services review
- Customer feedback
- Customer survey
- Key Performance Indicators (KPI)
- Metrics
- Scorecards and reports
- Quality register

#### Delivery structure

EPI courses are lectured by certified trainers. CITS is an instructor-led 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, thus adding tremendous value.

#### 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. It is a 75-minute closed-book exam, with 50 multiple-choice questions. The candidate requires a minimum of 35 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 Specialist' 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](http://www.epi-ap.com).

## Global Accreditation & Recognition

EXIN, is a global, independent and not-for-profit examination provider. EXIN's mission is to improve the quality of the IT and data centre sectors, the proficiency of IT and data centre professionals and the IT users, by means of independent testing and certification. EXIN offers candidates the opportunity to take examinations at a time and place of their choice. Every day, EXIN examinations are taken in more than 125 countries on six continents, and in more than 15 languages.

## Recommended next course

Candidates who wish to further specialise in the field of IT management having the ambition for a senior position working towards executive/CIO level should consider attending the CITE course. This course will prepare the attendee for strategic responsibilities in IT management.

Those with a need to gain a deep understanding on risk management are recommended to take the CDRP® course. CDRP® focuses on the core processes of managing risk in IT and/or the data centre and is based on the leading standards in the industry.

To further extend your skills in the data centre design arena, we recommend the CDCP® course. CDCP® exposes participants to the key components of the data centre.

For full course outlines visit the EPI corporate website [www.epi-ap.com](http://www.epi-ap.com).