CERTIFIED INFORMATION TECHNOLOGY OPERATOR

The course

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.

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.

First and Only IT Training Framework Fully Aligned with e-CF

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 authorised 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.

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.

ITCPT (IT Career Planning Tool)

Generate your own personalised IT career plan. Whether you are already working in the IT industry or just starting out, this tool allows you to generate a career development plan from where you are now to where you want to be in future. It identifies for you the competences (skills and knowledge) you will need for your current and/or future job roles, enabling you to plan for your career and acquire the required competences. Start here - www.epi-ap.com/itcpt

EPI IT Training Framework©

Governance / Operations

CITD®
Certified IT Director

CITM®
Certified IT Manager

CITO®
Certified IT Operator

EPI has developed the first and only vendor-neutral competency-based IT Training Framework in the world to address the need 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 European e-Competence Framework

The e-CF provides a reference of 40 competences as required and applied at the Information and Communication Technology (ICT) workplace. It enables the identification of skills, competences and competence level required to successfully perform duties and fulfil ICT responsibilities. The e-CF is widely adopted by companies and organisations throughout Europe. More information at www.ecompetences.eu

The Company

EPI is a company of European origin operating world-wide in over 60 countries through direct operations and a large partner network. EPI offers an extensive range of data centre services on auditing, certification and training. EPI's focus is on mission-critical, high-availability environments. Established in 1987, EPI has developed an international reputation for delivering high quality technical expertise, with flexible and innovative solutions, techniques and methodologies.

All our services are aimed at helping our customers to:
• Increase Availability of their mission-critical infrastructure
• Improve Efficiency, Effectiveness and Manageability
• Minimise risk of business interruption