



CERTIFIED INFORMATION TECHNOLOGY DIRECTOR

The course

CITD® is the third and highest-level course in the EPI IT Training Framework. It is a 5-day course designed to teach strategic IT leadership competences required in today's unpredictable, challenging and highly competitive environments.

CITD® is aligned with the latest European e-Competence (e-CF) Framework – addressing proficiency levels 4 and 5 (Lead Professional/Senior Manager/Principal/IS Strategist). 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:

- Develop and implement an IT strategy
- Build a resilient IT organisation
- Design a vendor management and outsourcing program
- Manage and monitor the project portfolio meeting business objectives
- Coordinate and develop a Business Continuity Management System
- Lead and conduct the Business Impact Analysis
- Create and implement a risk management program supporting the Enterprise Risk Management program
- Initiate and collaborate in an Information Security Management System
- Direct the selection of Cloud Computing and Internet of Things (IOT) solutions using business criteria
- Manage the financial household of an IT organisation
- Manage the audit and compliance program
- Create Operational Level Agreements (OLAs) and Service Level Agreements (SLAs)

Who should attend

Directors and senior managers such as ICT Director, CTO, CIO, ICT Manager, ICT Security Manager, Business Information Manager, Enterprise Architect, ICT Operations Manager and ICT Consultant.

It is best suited for participants who have four years and above of actual working experience in IT, preferably working at the supervisor, team leader, manager and senior manager level. This includes individuals working in IT sales and consultancy.





- **IT Strategy**
 - Strategy
 - Senior IT roles
 - IT / IS strategy models
 - IT / IS strategy plan development
 - Enterprise Architecture (EA)
 - IT Governance
 - Technology trends
 - R&D / innovation
 - Sustainable development
- **Digital Transformation**
 - What is digital transformation
 - Drivers and benefits
 - Digital transformation frameworks
 - Adoption rate
 - Corporate examples
- **IT Organization**
 - IT operations structure and staff levels
 - Application management structure and staff levels
 - Other staff considerations
 - Staffing strategy
 - Competency framework
 - Agencies / Technical recruiters
 - Interviewing contractors
 - 10% attrition model
 - Staff retention
 - Compensation
 - Handling layoffs
- **Vendors Management**
 - Vendor management
 - Outsourcing strategy
 - Legal considerations
 - Outsourcing models
 - Selection of outsourcing supplier
 - Tender and contract negotiations
 - Service Level Agreement
 - Contract management
 - Back sourcing
- **Service Level Management**
 - Service Level Management (SLM)
 - Terminology
 - Objective, scope and process activities
 - Monitoring, reporting and review
 - Critical Success Factors (CSFs) and Key Performance Indicators (KPIs)
 - Metrics
 - Content of SLA / OLA / review meetings
 - BRM versus SLM
- **Project and Portfolio Management**
 - Project portfolio management
 - Project associated issues
 - Project prioritizing
 - Financial value
 - Business value
 - Risk
 - Other factors
 - Organizational capacity
 - Commissioning
- **Business Continuity Management**
 - Business continuity
 - Plan Do Check Act (PDCA) model
 - Context
 - Scope
 - Leadership
 - Roles and responsibilities
 - Resources
 - Competences
 - Documentation
 - Awareness & Communication
 - Business Impact Analysis (BIA)
 - Performance evaluation
 - Continual improvement
- **Risk Management**
 - Enterprise Risk Management (ERM)
 - Risk management guidelines
 - Terminology
 - Risk management software
 - Context establishment
 - Risk identification
 - Risk analysis
 - Risk evaluation
 - Risk treatment
 - Communication
 - Monitoring and review
- **Information Security Management**
 - Standard and guidelines
 - ISMS
 - Business case / project proposal
 - ISMS implementation
 - Context of the organization
 - Leadership
 - Planning
 - Support
 - Operation
 - Performance evaluation
 - Improvement
 - General Data Protection Regulation (GDPR)
- **Cloud Computing**
 - Cloud computing guidelines
 - Characteristics
 - Service models
 - Deployment models
 - Strategy
 - Financial considerations
 - Legal and compliance
 - Security
 - Business continuity
 - Migration strategy
- **Internet of Things (IoT)**
 - Internet of Things (IoT)
 - Glossary
 - Standards / protocols / communication
 - Categories
 - Challenges
 - Ecosystem
 - Strategy
 - Cost considerations
 - Risk
 - Security
- **Financial Management**
 - Budget categories
 - Budget estimates
 - Budget methods
 - Net Present Value (NPV)
 - Internal Rate of Return (IRR)
 - Budget benchmarking
 - Monitoring the budget
 - Chargeback
 - Showback
 - IT cost savings
- **Audit and Compliance**
 - Audit, compliance and conformance
 - Guidelines
 - Regulations
 - Types of audits
 - ISO management standards
 - Stage 1 audit
 - Stage 2 audit
 - Corrective Actions Report (CAR)
 - Surveillance and recertification audit

Exam

Certification exams are administered at the end of the last training day by an authorised training partner. The exam is a 90-minute closed book exam, with 60 multiple-choice questions. The candidate requires a minimum of 39 correct answers to pass the exam.

Certification

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

Global accreditation and recognition

The CITD® 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.



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



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Authorised Reseller/Partner:

