



## CERTIFIED INFORMATION TECHNOLOGY PROFESSIONAL

### 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.

### EPI IT Training Framework



### 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

### 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

- **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.

## Delivery structure

EPI courses are lectured by certified trainers. CITP® 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. 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](http://www.epi-ap.com).

## Global Accreditation & Recognition

The CITP® 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.

Candidates can take an EXIN exam in more than 125 countries and in more than 20 languages.

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

The 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 uses a common language to describe the competences including skills and knowledge requirements of ICT professionals, professions and organisations at five proficiency levels. It is designed to meet the needs of businesses and other organisations in public and private sectors.

It enables the identification of skills, competences and competence level 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)

## 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 CITS® course.

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).



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