



CITM – Certified Information Technology Manager

Introduction

With few exceptions, companies today rely on IT for the delivery of business-critical services - often directly to the end consumer. IT-Managers are facing the constant pressure to deliver (new) hi-availability services at an ever increasing faster pace and rate of change.

Nowadays IT-Managers have to be multi-tasking having to deal with the daunting task of understanding technical complexities at the high level. Equally important, they need to be fully aware, understand, and to be able to manage other key aspects such as people, corporate governance, risk, finance and many other disciplines.

Unfortunately the IT industry has never really kept up with this requirement nor was there a proper way for IT-Managers to equip themselves with the necessary skills and knowledge for today's complex and challenging environment.

EPI is the worlds' first company having put together an extensive program for IT-Managers enabling them to finally being trained on all aspects for the job at hand and getting certified to prove their knowledge and skill level.

Certified Information Technology Manager

CITM is a course for existing and aspiring IT managers. It delivers the fundamental knowledge and hands-on skills required and will touch on all important aspects of the job.

After successfully having passed the exam the candidate can work towards obtaining the prestigious CITD (Certified IT Director) certificate by taking the various specialist courses in each of the disciplines. Once successfully having passed the exams in each of those disciplines, the candidate should be ready to take the CITD exam.

Audience

The course is aimed at existing IT-Managers and any one with the ambition to manage an IT department of any kind.

CITM™ Frame work

The full CITM frame work consists out of 9 disciplines. For each discipline, the candidate can either take up an EPI course or any of the 3rd party courses which are approved by EPI/ICOR under the CITM certification scheme for that particular discipline.



Accreditation

All EPI trainings are accredited by 'The ICOR Group'. ICOR operates world-wide and is a not-for-profit education and credentialing organization that provides professional development, certification, thought-leadership, and the latest in research and industry trends in the area of organizational resilience

The Trainer

This course will be delivered by an IT-Manager with many years of experience in designing, implementing and improving ICT Infrastructures / Operations departments.

While working in commercial and government sectors, the trainer has faced all dilemmas being part of today's ICT Organizations, experiencing success and failure in technical, operational and organizational areas.

Prerequisites

While there are no specific prerequisites for the CITM course, participants who have at least two year's of actual working experience in an IT Infrastructure and/or operations department with knowledge of systems, network and/or application management are best suited.

Delivery Structure

This is an instructor-led course that uses a combination of presentation lectures and question and answer sessions to discuss attendees' specific needs and issues experienced in their own environment. Attendees are able to tap on the trainer's extensive experience to solve practical problems in their current environment adding tremendous value.

Course Syllabus

Day 1

Learning objectives, participants will be able to understand:

Data centre facilities

- The complexity of the data centre
- Standards and guidelines
- Power and EMF
- Cooling
- Fire suppression and safety

Data centre operations

- Equipment installation
- Policies & Procedures and documentation
- Shift hand-over
- Maintenance, monitoring and reporting



IT Architecture

- Mapping of business processes to IT architecture
- Technology choices
- IT Architecture life cycle

Application management

- Planning, business analysis / requirements
- Design, development, implementation & testing
- Integration, release & evaluation
- Support, maintenance & disposal

IT service management

- ITIL service delivery and service support
- ITIL V3 & service life cycle
- ISO/IEC-20000

Day 2

Learning objectives, participants will be able to understand:

Project management

- Standards
- Project management phases
- Project plans, documentation and reporting
- The role of the project manager

Business continuity & BC/DR management

- Project initiation
- Business impact analysis (BIA)
- Recovery strategy & contingency plan development
- Testing and maintenance of BC/DR plans

Security management

- Standards
- CIA triad
- Security controls & types

Risk management

- Project sizing
- Asset identification, threat analysis and calculating risk
- Risk handling & management
- Types of assessment

Vendor management

- Service Level Management
- Vendor selection criteria & management
- Request for proposal (RFP)

Financial management

- IT cost drivers
- Budgeting and accounting
- Apportioning, allocation of direct and indirect cost
- Financial control and authorization



Day 3

Learning objectives, participants will be able to understand:

Human resource management

- Organizational planning
- Staff selection process
- Managing staff

Audit & Compliance

- Regulations and standards
- Auditor selection
- Audit process
- ANSI/TIA-942, SS507 / ISO-24762, ISO-27001, ISO/IEC-20000

IT Governance management

- Corporate governance
- Frameworks for IT governance
- IT governance, a practical approach

Certification

Certification exams will be administered at the end of the last day of the course. The exam is a 1 hour, 40 questions, and closed book exam. Results of the exam pass/fail will be communicated to the attendee within four weeks after the examination. Attendees who pass the exam will receive the official 'Certified IT Manager' Certificate.