Hewlett Packard Enterprise

Certified Information Technology Specialist (CITS) H0DS8S

HPE course number	H0DS8S
Course length	3 days
Delivery mode	ILT
View schedule, local pricing, and register	**View now**
View related courses	**View now**

CITS (aligned with competence level-3 of the e-CF) 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. 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 prerequisites on number of years' experience.

Why HPE Education Services?

- IDC MarketScape leader 4 years running for IT education and training*
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services*
- Key partnerships with industry leaders OpenStack®, VMware®, Linux®, Microsoft®, ITIL, PMI, CSA, and (ISC)²
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits

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, 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.

Course objectives

- 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

*Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, January 2016

- 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

Detailed course outline

IT strategy	• The need for Information Technology • Enterprise architecture • Service catalogue	• Service level management • Sustainable development
IT organization	• 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 organization • 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	• 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

Examination accredited by EXIN

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.

Recommended next courses

- Candidates who wish to further specialize in the field of IT management having the ambition for a senior position working towards executive/CIO level, should consider attending the Certified IT Expert 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 Certified Data Center Risk Professional (H6D35S) course. CDRP focuses on the core processes of managing risk in IT and/or the data center and is based on the leading standards in the industry.
- To further extend your skills in the data center design arena, we recommend the Certified Data Center Professional (HK258S) course. CDCP exposes participants to the key components of the data center.

Learn more at
hpe.com/ww/learndatacenter

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