



Hewlett Packard Enterprise

Course Datasheet

Certified Information Technology Professional (CITP®)

Education Services course product number – H0DS7S

Course length – 2 days

Delivery mode – Instructor Led Training (ILT)

Register – [Click here to go to HPE Learning Portal](#)

This course (aligned with Level 1 and 2 of the e-CF) is 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.

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.

Course Objectives

After completion of the course, the participant will be able to:

- Understand the role and importance of Information Technology in the organization
- Describe the function of the IT organization, 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 virtualization
- 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

Detailed Course Outline

- IT Strategy
 - The need for Information Technology
 - IT strategy and key objectives of IT
 - IT services and service catalogue
 - IT infrastructure and Data Center
- IT Organization
 - IT organization
 - Data center operations
 - IT operations
 - Data center 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
 - Virtualization
 - 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

Examination accredited by EXIN

- 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.

Recommended next courses

- Candidates who wish to further specialize 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 [H0DS8S](#): Certified IT Specialist (CITS) course.
- Those with a need to gain a deep understanding on risk management are recommended to take [H6D35S](#): Certified Data Center Risk Professional (CDRP) course.
- To further extend your skills in the data center design arena, we recommend [HK258S](#): Certified Data Center Professional (CDCP) course.