

Certified Information Technology Professional (CITP®) H0DS7S

HPE course number	H0DS7S
Course length	2 days
Delivery mode	ILT , VILT
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Why HPE Education Services?

- IDC MarketScape leader 5 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 SUSE
- 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

This course focuses on the skills, knowledge and competences required of the modern IT professional working at the entry level of IT. CITP candidates will be able to become instantly productive having gained knowledge and understanding of the fundamental demands in modern IT infrastructures. Their improved capabilities will enable instant understanding of today's technologies, increase efficiency and significantly reduce the margin for errors.

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

Certifications and related examinations

- The CITP certification is globally accredited by EXIN.

*Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, October 2017

Detailed course outline

Module 1: IT Strategy	<ul style="list-style-type: none"> • The need for Information Technology • IT strategy and key objectives of IT 	<ul style="list-style-type: none"> • IT services and service catalog • IT infrastructure and Data Center
Module 2: IT Organization	<ul style="list-style-type: none"> • IT organization • Data center operations • IT operations 	<ul style="list-style-type: none"> • Data center roles • IT operations roles
Module 3: Vendor Selection	<ul style="list-style-type: none"> • Vendors • Vendor selection • RFP / technical coverage / due diligence • Place and receive orders 	<ul style="list-style-type: none"> • Verifying deliveries • Invoice verification • Maintenance and support • Monitoring and reporting
Module 4: Project Management	<ul style="list-style-type: none"> • Project management methods • Business case • Project constraints • Scope 	<ul style="list-style-type: none"> • Time • Cost • Monitor and control • Change request • Closing
Module 5: Applications	<ul style="list-style-type: none"> • Application program and API's • Software Development Life Cycle (SDLC) • DevOps 	<ul style="list-style-type: none"> • Design • Development • Testing • Deployment
Module 6: System Administration	<ul style="list-style-type: none"> • Server hardware / server administration • Storage • Virtualization 	<ul style="list-style-type: none"> • Database administration • Network fundamentals
Module 7: Documentation	<ul style="list-style-type: none"> • Importance of document management • Documentation guidelines • Documentation lifecycle 	<ul style="list-style-type: none"> • Types of documents • Document categories • Content Management System (CMS)
Module 8 : Service Management	<ul style="list-style-type: none"> • Service desk • Event management 	<ul style="list-style-type: none"> • Request fulfilment • Incident management
Module 9 : Business Continuity Planning	<ul style="list-style-type: none"> • Business continuity strategy • Resource requirements • Relocation of staff • Information requirements • Back-up strategies 	<ul style="list-style-type: none"> • Site selection • Business Continuity Plan (BCP) • Test and exercise • Review, report and follow-up • Monitor and review

Module 10 : Risk	<ul style="list-style-type: none"> Guidelines Risk management Identification of assets, threats, vulnerabilities, existing controls and consequences 	<ul style="list-style-type: none"> Analysis Evaluation Treatment
Module 11 : Information Security	<ul style="list-style-type: none"> Standards and guidelines Confidentiality, integrity and availability Administrative controls 	<ul style="list-style-type: none"> Physical controls Technical (logical) controls Security logging
Module 12 : Quality	<ul style="list-style-type: none"> Quality Quality control and assurance 	<ul style="list-style-type: none"> Quality metrics Key Performance Indicators

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