



CERTIFIED INFORMATION TECHNOLOGY MANAGER

The course

CITM[®] is the second course in the EPI IT Training Framework. Also known as the IT specialist's course, CITM[®] is a 3-day course designed to teach the competences required of the modern IT specialist working at the senior professional, team-leader, supervisor or management level in IT management. Candidates attending this course will prove that they have gained the competences required to provide leadership and take responsibility for team performances and development in dynamic environments.

CITM[®] is aligned with the latest European e-Competence (e-CF) Framework – addressing proficiency level 3 (Senior Professional/Manager/Consultant). In 2016, the e-CF became a European standard and was published officially as the European Norm EN 16234-1.

Learning outcome

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

- 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 problem and change management
- Understand the need for business continuity and design the business continuity plan
- Review and implement information security practices and controls
- Understand the need for business change, the role and activities of the Business Relationship Manager
- Initiate and assist in risk management practices
- Understand and select new technologies such as Blockchain, Big Data and Artificial Intelligence
- Select suitable technologies for information management
- Measure and improve quality of IT services

Who should attend

Senior IT professionals, team leaders, supervisors and managers such as IT Manager, Enterprise Architect, ICT Consultant, ICT Operations Manager, Project Manager, Systems Analyst, Systems Architect, Business Analyst, ICT Security Manager, Business Information Manager, ICT Security Specialist, Service Manager, Digital Media Specialist, ICT Trainer, Quality Assurance Manager, Account Manager.

This course is most suited for seasoned IT professionals who have a need to understand the 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 and/or 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.



- **IT strategy**
 - The need for IT
 - Enterprise Architecture
 - Service catalogue
 - Service level management
 - Sustainable development
- **IT Organization**
 - Personnel need
 - Roles and responsibilities
 - Sourcing
 - Selection process
 - Hiring
 - Managing staff
 - Career planning
 - Training/job rotation
 - Performance appraisal
 - Staff departures
- **Vendors Selection and Management**
 - Vendor selection
 - RFI
 - RFP
 - Proposal evaluation
 - Vendor reference checks
 - Contract negotiation
 - Contract management
 - Vendor management
 - Recompete vendors
- **Project Management**
 - Methodologies
 - Project organization
 - Starting-up/Initiating
 - Planning/Initiating a project
 - Risk
 - Quality
 - Scope
 - Work/Product Breakdown Structure
 - Scheduling
 - Cost
 - Communication
- **Application Management**
 - Software Development Life Cycle (SDLC)
 - Software Quality Assurance (SQA)
 - Requirements
 - Development
 - Testing
 - Adoption (Implementation)
 - Maintenance
- **Service Management**
 - Problem management
 - Change management
- **Business Continuity Planning**
 - Resources
 - Relocation of staff
 - Information requirement
 - Backup strategies
 - Site selection
 - Business Continuity Plan
 - Test and exercise
 - Test review, report and follow-up
 - Monitoring and review
- **Risk Management**
 - Guidelines
 - Context establishment
 - Identification
 - Analysis
 - Evaluation
 - Treatment
 - Communication
 - Monitoring and control
- **Information Security Management**
 - Standards
 - Confidentiality
 - Integrity
 - Availability
 - Control types
 - Guideline for controls selection
 - Control categories
 - Information security awareness program
 - Security incident response
- **Information and Knowledge Management**
 - Information management
 - Data management
 - Information and data management technologies
 - Business Intelligence
 - Best practices and pitfalls in data governance
- **Business Change Management**
 - Frameworks
 - Business Relationship Management (BRM)
 - Objectives
 - Life cycle activities
 - Customer relationship
 - Building the business
 - Alignment
- **Technology Trends**
 - Research and Development
 - Blockchain
 - Big Data
 - Artificial Intelligence
- **Quality**
 - Standards and guidelines
 - Objectives and activities
 - Service review
 - Customer feedback
 - Surveys
 - Key Performance Indicators (KPIs)
 - Metrics
 - Scorecards and reports
 - Quality register

Exam

Certification exams are administered at the end of the last training day by an authorised training partner. The exam is a 75-minute closed book exam, with 50 multiple-choice questions. The candidate requires a minimum of 33 correct answers to pass the exam.

Certification

Candidates who successfully pass the exam will receive the official 'Certified Information Technology Manager' certificate. The certification is valid for three years after which the candidate needs to re-certify.

Global accreditation and recognition

The CITM® 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.



Recommended next course

Candidates who wish to further specialise in the field of IT management and strategy having the ambition for a senior management position should consider attending the CITD® course.

ITCPT (IT Career Planning Tool)



Generate your own personalised IT career plan. Whether you are already working in the IT industry or just starting out, this tool allows you to generate a career development plan from where you are now to where you want to be in future. It identifies for you the competences (skills and knowledge) you will need for your current and/or future job roles, enabling you to plan for your career and acquire the required competences. Start here - www.epi-ap.com/itcpt



EPI IT Training Framework[®]

Governance / Operations

CITD[®]

Certified IT Director

CITM[®]

Certified IT Manager

CITO[®]

Certified IT Operator

EPI has developed the first and only vendor-neutral competency-based IT Training Framework in the world to address the need for IT professionals to keep up-to-date and remain relevant. It is also the first and only IT Training Framework which is aligned with the European e-Competence Framework (e-CF).

The European e-Competence Framework

The e-CF provides a reference of 40 competences as required and applied at the Information and Communication Technology (ICT) workplace. It enables the identification of skills, competences and competence level required to successfully perform duties and fulfil ICT responsibilities. The e-CF is widely adopted by companies and organisations throughout Europe. More information at www.ecompetences.eu

The Company

EPI is a company of European origin operating world-wide in over 60 countries through direct operations and a large partner network. EPI offers an extensive range of data centre services on auditing, certification and training. EPI's focus is on mission-critical, high-availability environments. Established in 1987, EPI has developed an international reputation for delivering high quality technical expertise, with flexible and innovative solutions, techniques and methodologies.

All our services are aimed at helping our customers to:

- Increase Availability of their mission-critical infrastructure
- Improve Efficiency, Effectiveness and Manageability
- Minimise risk of business interruption



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