



This 3-day course is for existing and aspiring IT Managers. It delivers the fundamental knowledge and hands-on skills required to be a successful IT manager and will touch on all the important aspects of the job. The course leads to the CITM® examination, accredited and administered by The ICOR Group.

Certification examination

- Exam is 1 hour, closed-book, multiple-choice, 40 questions

Audience

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

Prerequisites

- There are no specific prerequisites for the CITM® course
- Participants who have at least two years of actual working experience in an IT infrastructure and/or operations department, with knowledge of systems, network and/or application management, are best suited

Course objective

Upon successful completion of this course, participants should be able to:

- Understand the criteria for high-availability data centers
- Improve and monitor data center operations
- Select the required quality assurance and software development methods
- Review and implement the desired security controls
- Assist, perform and monitor an IT risk assessment and analysis
- Manage or assist in IT projects

Course title: Certified IT Manager Training

HP product number: HK333

Category/Subcategory: Data Center

Course length: 3 days

Level: Entry

Delivery language: English

To order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

- Perform or assist in budgeting for IT
- Support in building the business continuity plan
- Select and negotiate vendors
- Assist and monitor in IT auditing projects
- Select new staff candidates and perform job interviews
- Understand the capabilities of popular IT Governance frameworks
- Understand the pros and cons of emerging IT technologies
- Improve the service levels of IT management

Benefits to you

- Understand more about all aspects of IT management
- Receive training and advice from one of the industry's leading experts
- Obtain the CITM® certificate

Why education services from HP?

- Comprehensive student materials
- State-of-the-art classroom facilities
- Experienced and best-in-the-field HP instructors
- Hands-on practice
- Customized on-site delivery
- More than 80 training locations worldwide

Next steps

- Please contact your local HP Education representative for details

Detailed course outline

Data center facilities

- The complexity of the data center
- Standards and guidelines
- Site considerations
- Power and EMF
- Cooling
- Fire suppression and safety

Data center operations

- Equipment installation
- Equipment movement
- Holding and staging area considerations
- Policies, procedures and documentation
- Shift hand-over
- Maintenance, monitoring and reporting

IT architecture

- IT architecture equipment lifecycle
- Steering committee
- Storage
- Virtualization
- Data de-duplication

Application management

- Planning, business analysis/requirements
- Quality assurance
- Cost estimation methods

- Development methods
- Stages of application development
- Testing of software
- Software release
- Support and maintenance
- Retirement

IT service management

- ITIL service delivery and service support
- ITIL V3 and the service lifecycle
- Transition to ITIL V3
- Continual service improvement
- ISO/IEC 20000

Project management

- Standards
- Project constraints
- Project management phases
- Scheduling
- Project plans, documentation and reporting
- Project manager's responsibilities
- Key factors in project management

Business continuity and BC/DR management

- BC/DR standards
- Plan initiation
- Business impact analysis
- Recovery strategies
- Site selection
- Media storage
- Plan testing
- Maintenance

Security management

- Standards
- CIA triad (confidentiality, integrity and availability)
- Security controls and types

Risk management

- Standards
- Automated tool selection
- Asset identification
- Threat analysis
- Quantitative and qualitative assessments

- Risk handling
- Management responsibilities

Vendor management

- Evaluation team
- Cost benefit analysis
- Vendor pre-selection criteria
- Request for proposal
- Reference check
- Vendor negotiation
- Vendor re-competing

Financial management

- Corporate budgeting process
- Capital vs. operational expenditure
- Budget components and estimations
- IT cost drivers
- Budget methods
- Apportioning; allocation of direct and indirect cost

Human resource management

- Organizational planning
- Staff sourcing
- Interview process
- Ramping up
- Managing staff

Audit and compliance

- Regulations and standards
- Auditor selection
- Auditor confidentiality
- Type of audits
- The audit process
- Computer Assisted Audit Tools (CAAT)
- ANSI/TIA-942, SS507 / ISO-24762

IT Governance management

- Corporate governance
- IT governance
- COBIT, ISO/IEC 27001, CMMI, Six Sigma

Q&A, review and exam preparation

Mock exam

CITM® exam

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