Hewlett Packard Enterprise

Certified Information Technology Operator (CITO®) H0DS7S

HPE course number	H0DS7S
Course length	2 days
Delivery mode	ILT, VILT
View schedule, local pricing, and register	**View now**
View related courses	**View now**

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

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

This course is designed to teach the competencies required of the modern IT professional working at the operations level in IT. Also known as the IT engineer's course, CITO candidates will become instantly productive having gained knowledge and understanding of the demands in today's IT infrastructures. Their improved capabilities will deliver immediate results, increasing efficiency and significantly reducing the margin of error.

Audience

- System administrators/engineers, service desk operators/agents, network administrators/engineers, software developers/engineers, account managers
- 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 changing careers and entering the IT professional world

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' RFP (Request for Proposal)
- Cooperate and coordinate with vendors for delivery, maintenance, support and monitoring activities
- Execute basic projects using principles of project management
- Deploy applications and understand application life cycle management
- Identify the options for virtualization and storage solutions
- Create, publish and maintain documentation
- Operate incident and event management and request fulfillment
- Identify risk and understand the principles of risk management
- Design, implement and operate security logging
- Understand the principles of information security
- Monitor and report on quality in IT

Certifications and related examinations

- The CITO course material and exam are globally accredited by EXIN
- Candidates who successfully pass the exam will receive the official 'Certified Information Technology Operator' certificate. The certification is valid for three years after which the candidate needs to re-certify
- The exam is a 60-minute closed book exam with 40 multiple choice questions. The candidate requires a minimum of 26 correct answers to pass the exam

Detailed course outline

IT Strategy	• The need for information technology • IT strategy and key objectives of IT	• IT services and service catalog • IT and data center infrastructure
IT Organization	• IT organization • Data center operations • IT operations	• Data center roles • IT operations roles
Vendors	• Vendor selection • Technical coverage and due diligence of the RFP • Place and receive orders • Verifying deliveries • Invoice verification	• Maintenance • Support • Monitoring and reporting
Project Management	• Project management methods • Business case • Project constraints • Scope • Time	• Cost • Monitor and control • Change request • Closing
Applications	• Application Programming Interface (API) • Software Development Life Cycle (SDLC) • DevOps • Design	• Development • Testing • Deployment
System Administration	• Server hardware/administration • Storage • Virtualization	• Database administration • Network essentials
Documentation	• Documentation guidelines • Lifecycle of documents	• Types of documents • Document categories

Service Management	• Service desk • Event management	• Request fulfilment • Incident management
Risk	• Guidelines • Assets • Threats • Vulnerabilities • Existing controls	• Consequences • Risk analysis • Risk evaluation • Risk treatment
Information Security	• Standards and guidelines • Confidentiality • Integrity • Availability	• Administrative controls • Physical controls • Technical (logical) controls • Security logging
Technology Trends	• Cloud computing • Big data • Internet of Things (IoT)	• Social media • Mobile applications • Bring Your Own Device (BYOD)
Quality	• Quality control • Quality assurance	• Metrics • Key Performance Indicators (KPIs)

Learn more at
hpe.com/ww/learndatacenter

Follow us:

H0DS7S B.00, March 2019

Hewlett Packard
Enterprise