

# Certified Information Technology Operator (CITO®) HODS7S

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

### **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

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.

<sup>\*</sup>Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, October 2017

# **Detailed course outline**

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

Page 3 **Course data sheet** 

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

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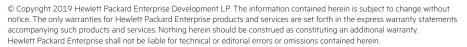
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