

First and only  
IT Training Framework  
in the world  
FULLY ALIGNED TO  
e-CF



## IT Training and Certification Programs

Knowledge > Global Accreditation > Recognition



# EPI IT Training Framework®

Course curriculum for IT professionals.

## Governance / Operations

The logo for Certified IT Director (CITD) features the letters 'CITD' in a bold, sans-serif font. The 'C' and 'I' are dark grey, while the 'T' and 'D' are a lighter grey. A registered trademark symbol (®) is positioned to the upper right of the 'D'.

Certified IT Director

The logo for Certified IT Manager (CITM) features the letters 'CITM' in a bold, sans-serif font. The 'C' and 'I' are dark grey, while the 'T' and 'M' are a lighter grey. A registered trademark symbol (®) is positioned to the upper right of the 'M'.

Certified IT Manager

The logo for Certified IT Operator (CITO) features the letters 'CITO' in a bold, sans-serif font. The 'C' and 'I' are dark grey, while the 'T' and 'O' are a lighter grey. A registered trademark symbol (®) is positioned to the upper right of the 'O'.

Certified IT Operator

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The EPI IT Training Framework® is the first and only vendor-neutral competency-based IT Training Framework in the world for IT professionals to keep up-to-date and remain relevant in this fast-paced and increasingly complex industry. It is also the first and only IT Training Framework which is aligned with the European e-Competence Framework (e-CF).

The EPI IT Training Framework® offers a career track at three levels, CITO (Certified IT Operator), CITM (Certified IT Manager) and CITD (Certified IT Director). The three training courses are independent. An IT professional can enter the track at any level upon meeting the pre-requisite on number of years' experience.

## European e-Competence Framework (e-CF)

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 full ICT responsibilities. The e-CF is widely adopted by companies and organisations throughout Europe.

In 2016, the e-CF became a European standard and was published officially as the European Norm EN 16234-1.

More information at [www.ecompetences.eu](http://www.ecompetences.eu).

## Course Description



**Course Duration:** 2 days  
**Pre-requisite:** None

CITO is the first level in the EPI IT Training Framework®. This course focuses on the skills, knowledge and competences required of the modern IT professional working at the entry level of IT.

CITO 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.

The CITO® is aligned with the e-CF competence level 1 & 2 (Associate & Professional).



**Course duration:** 3 days  
**Pre-requisite:** 2-4 years of actual working experience in IT

CITM is the second level in the EPI IT Training Framework®. It is designed to teach the skills, knowledge and competences required of the modern IT specialist working at the senior engineer, team-leader, supervisor or management level in IT.

Candidates who successfully complete the course and pass the CITM exam will have gained the competences to manage IT teams successfully, and be able to place themselves above their peers, delivering added value to their organisations.

The CITM course is aligned with e-CF competence level 3 (Senior Professional/Manager/Consultant).



**Course duration:** 5 days  
**Pre-requisite:** 4 years or more of actual working experience in IT leadership role

CITD is the premier level in the EPI IT Training Framework® and prepares the candidate for senior leadership in IT.

Candidates passing the CITD exam can leverage with their senior peers translating business requirements in delivering high quality IT services which align to the IT strategy and its governance.

The CITD course is aligned with e-CF competence level 4 & 5 (Lead Professional/Senior Manager/Principal/IS Strategist).

## Key Benefits

- Career building blocks for global IT professionals
- Vendor-neutral syllabus delivers truly impartial knowledge about the technologies out there
- Based on leading IT industry standards and frameworks delivering skills and knowledge that are aligned to global best practises and standards
- Content developed by EPI, an established global education provider known for its professionalism, assuring quality content accumulated from experts in the field
- Certification accredited by an established independent and globally recognised body – EXIN, which accords participant with global recognition upon achieving CITO/CITM/CITD credential(s)
- Aligned with e-CF, a competency benchmark applicable worldwide and used by over 300 large organizations, CITO/CITM/CITD is validation of the IT professional's competences that is easily identifiable and applicable globally
- Competency-based learning deliver skills that are practical and can be applied immediately after completion of training

## Global Accreditations & Recognitions for IT Professionals

All of EPI's courses are globally endorsed and accredited by EXIN. Every course requires a certification exam. Passing the certification exam demonstrates knowledge of the subject and participant will be awarded with an internationally recognised certification. These certifications are accredited and awarded by EXIN, a global independent accreditation and examination institute who has certified over 2 million students worldwide. Accreditation by EXIN ensures quality and impartiality of the EPI certifications awarded to IT and data centre professionals who passed our certification exams.



## 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 consultancy, 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

Our clients share a common need to protect their valuable data, run their mission-critical infrastructure efficiently and to be protected on a 24 x 7 basis. By protecting the interests of our customers, EPI is committed to an intensive program of comprehensive services development backed by engineering and support excellence.

Quality systems and procedures have always been at the heart of every stage of our service delivery to ensure consistent and high quality services. We are known for our thoroughness, flexibility and responsiveness in our project management. We focus on providing solutions that fit each organisation and each project with a drive to deliver quality on time, every time.

*Let us put our expertise to work for you!*



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Authorised Reseller/Partner:



**EDU Trainings**

