Certified IT Specialist (CITS)

Category: Infrastructure & IT Operations | **Vendor:** EPI

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	Certified IT Specialist (CITS)
Related Exam:	CITS

Course Overview

CITS is designed to teach the skills, knowledge and competencies required of the modern IT specialist working at the senior professional, team-leader, supervisor or management level in IT management.

About This Course

CITS is designed to teach the skills, knowledge and competencies required of the modern IT specialist working at the senior professional, team-leader, supervisor or management level in IT management.

Who Should Attend

This course is most suited for IT professionals who have a need to understand the current requirements and core competences for managing IT in mission-critical environments.

Learning Outcomes

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

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

1. Provide guidance and implementation for IT strategy as set by senior IT and business management
2. Select and manage staff, implement training programs, career plan development and job rotation programs
3. Select, evaluate and negotiate vendors using RFI, RFP and selection criteria
4. Provide guidance for developing, testing and implementing business applications
5. Manage and/or assist in IT project management
6. Design and implement service management processes for incident, problem and change management
7. Understand the need for business continuity and design the business continuity plan
8. Review and implement information security practices and controls
9. Assist and initiate risk management practices
10. Understand and select new technologies such as cloud computing, big data, Internet of Things and social media to support business change demands
11. Select strategies for information management
12. Measure and improve quality of IT services

Detailed Course Outline

IT Strategy

- The need for Information Technology
- Enterprise architecture
- Service catalogue
- Service level management
- Sustainable development

IT Organisation

- Personnel need
- Roles and responsibilities
- Sourcing
- Selection process
- Hiring staff
- Managing staff
- Career planning
- Training / job rotation
- Performance appraisal
- Staff departures

Vendor Selection / Management

- The importance of vendors
- Vendor selection
- Request For Information (RFI)
- Request For Proposal (RFP)
- Proposal evaluation
- Vendor reference checks
- Contract negotiation
- Contract management
- Vendor management
- Re-compete vendors

Project Management

- Methodologies
- Project organisation
- Starting up / initiating
- Planning / initiation a project
- Risk
- Quality
- Scope
- Work / Product Breakdown Structure
- PERT diagram / Gantt chart
- Cost
- Communication

Application Management

- Software Development Life Cycle (SDLC)
- Software Quality Assurance (SQA)
- Requirements
- Development
- Testing
- Adoption (implementation)
- Maintenance

Service Management

- Incident management
- Problem management
- Change management

Business Continuity Management

- Standards and guidelines
- Objectives
- Context
- Interested parties
- Scope
- Roles and responsibilities
- Resources and competences
- Awareness and communication
- Documentation
- Business Impact Analysis

Risk Management

- Guidelines
- Context establishment
- Identification
- Analysis
- Evaluation
- Treatment
- Communication
- Monitoring and control

Information Security Management

- Standards
- Confidentiality
- Integrity
- Availability
- Controls types
- Guideline for controls selection
- Control categories
- Information security awareness
- Security incident response

Information and Knowledge Management

- Information management
- Data management
- Information management - technologies
- Business intelligence
- Data management - technologies
- Best practices in data governance
- Pitfalls in data governance

Business Change Management

- Business change
- Frameworks, models and techniques
- Needs identification
- Cloud computing
- Social media / digital marketing
- Big data
- Internet of Things (IoT)

Quality Management

- Standards, guidelines and frameworks
- Objectives
- Activities
- Services review
- Customer feedback
- Customer survey
- Key Performance Indicators (KPI)
- Metrics
- Scorecards and reports
- Quality register

Exam

- Actual course outline may vary depending on offering center. Contact your sales representative for more information.

Certification Path

Certified IT Specialist (CITS)

Exam: CITS

Additional Course Details

Nexus Humans Certified IT Specialist (CITS) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Certified IT Specialist (CITS) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for Certified IT Specialist (CITS)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The Certified IT Specialist (CITS) course helps prepare you for the Certified IT Specialist (CITS) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the CITS official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day Certified IT Specialist (CITS) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Certified IT Specialist (CITS) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Certified IT Specialist (CITS)?

Yes, we provide corporate training, dedicated training, and closed classes for Certified IT Specialist (CITS). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Certified IT Specialist (CITS)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Certified IT Specialist (CITS) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

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