

# XPRESS

## CITM (Certified IT Manager) Training Course Sneak Peek

Updates. - [XPRESS.CO.ID](https://XPRESS.CO.ID)

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

Provide guidance and implementation for IT strategy as set by senior IT and business management  
Select and manage staff, implement training programs, career plan development and job rotation programs  
Select, evaluate and negotiate vendors using RFI, RFP and selection criteria  
Provide guidance for developing, testing and implementing business applications  
Manage and/or assist in IT project

management  
Design and implement service management processes for problem and change management  
Understand the need for business continuity and design the business continuity plan  
Review and implement information security practices and controls  
Understand the need for business change, the role and activities of the Business Relationship Manager  
Initiate and assist in risk management practices  
Understand and select new technologies such as Blockchain, Big Data and Artificial Intelligence  
Select suitable technologies for information management  
Measure and improve quality of IT services