

Certified IT Operator

Course Duration: 16 Hours

Course code: CITO®

1. Course Overview

This course is designed to equip IT professionals with practical skills required for day-to-day operations and management of IT infrastructure. Participants will gain hands-on experience in system administration, network operations, monitoring, troubleshooting, and IT service management, preparing them to efficiently support enterprise IT environments.

2. What you'll learn?

By the end of the course, learners should be able to:

- Understand IT infrastructure components and their operations
- Perform basic system administration tasks across servers and endpoints
- Monitor and maintain network devices and services
- Troubleshoot common hardware, software, and network issues
- Implement IT security best practices
- Document, report, and escalate incidents effectively
- Work with IT service management frameworks like ITIL

3. Target Audience

- IT support technicians and operators
- System administrators starting in enterprise IT
- Network support personnel
- Anyone seeking foundational skills in IT operations

4. Pre-Requisites

Familiarity with:

- Basic computer and networking concepts
- Operating systems (Windows, Linux)
- Common IT tools and applications

5. Course content

Module 1: Course Introduction

- Introduction
- Course contents

Module 2: Overview of IT Operations

- IT operations roles and responsibilities
- Key IT infrastructure components
- Enterprise IT environment overview

Module 3: Operating Systems Fundamentals

- Windows OS administration
- Linux OS administration
- File system and user management
- System updates and patch management

Module 4: Networking Fundamentals

- Network devices and topologies
- IP addressing, VLANs, and routing basics
- Troubleshooting network connectivity issues

Module 5: Server and Storage Operations

- Server hardware overview
- Storage concepts and configurations
- Backup and recovery procedures
- Monitoring server performance

Module 6: Monitoring and Maintenance

- Monitoring tools and techniques
- Performance metrics and alerts
- Preventive maintenance and health checks

- Log analysis and reporting

Module 7: IT Security Fundamentals

- Basic cybersecurity concepts
- User access management
- Malware protection and updates
- Incident response basics

Module 8: Troubleshooting IT Issues

- Identifying hardware, software, and network issues
- Step-by-step troubleshooting methodology
- Using diagnostic and monitoring tools

Module 9: IT Service Management (ITSM)

- Introduction to ITIL framework
- Incident, problem, and change management
- Documentation and reporting best practices
- SLA monitoring and escalation procedures

Module 10: Automation in IT Operations

- Introduction to scripting and automation
- Common automation tools for IT operators
- Task scheduling and repetitive task automation
- Module 11: Hands-On Labs and Case Studies
- Practical exercises on troubleshooting and maintenance
- Network and server configuration labs
- Real-world IT operation scenarios

Module 12: Course Wrap-Up

- Summary of key concepts
- Recommended resources for further learning
- Certification preparation tips