

uCertify

Course Outline

Managing Information Technology



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2. Exercises, Quizzes, Flashcards & Glossary
Number of Questions
3. Expert Instructor-Led Training
4. ADA Compliant & JAWS Compatible Platform
5. State of the Art Educator Tools
6. Award Winning Learning Platform (LMS)
7. Chapter & Lessons
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1. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

2. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

3. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

4. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

5. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**

1. Best Postsecondary Learning Solution

- **2015**

1. Best Education Solution
2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**

1. Best Virtual Learning Solution
2. Best Education Cloud-based Solution
3. Best College and Career Readiness Solution
4. Best Corporate / Workforce Learning Solution
5. Best Postsecondary Learning Content Solution
6. Best Postsecondary LMS or Learning Platform
7. Best Learning Relationship Management Solution

- **2017**

1. Best Overall Education Solution
2. Best Student Assessment Solution

3. Best Corporate/Workforce Learning Solution
4. Best Higher Education LMS or Learning Platform

- **2018**

1. Best Higher Education LMS or Learning Platform
2. Best Instructional Solution in Other Curriculum Areas
3. Best Learning Relationship Management Solution

- **2019**

1. Best Virtual Learning Solution
2. Best Content Authoring Development or Curation Solution
3. Best Higher Education Learning Management Solution (LMS)

- **2020**

1. Best College and Career Readiness Solution
2. Best Cross-Curricular Solution
3. Best Virtual Learning Solution

6. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: Preface

- Acronyms Used in the Course

Chapter 2: Introduction

Chapter 3: IT Areas and Functions

- Projects vs. Operations, Strategy vs. Operations
- Systems, Processes and People

Chapter 4: Organization and Human Resources

Chapter 5: Managing Operations

- Information Technology Service Management
- IT Services Lifecycle
- Planning and Design Phase
- Release Phase
- Maintenance Phase
- Retirement Phase
- IT Strategy
- Continual Service Improvement
- References

- Further Reading

Chapter 6: Managing Projects

- Project Management Principles
- Project Documentation
- FRICEW
- Implementation Strategy
- Testing
- Test Automation
- People Change Management
- References
- Further Reading

Chapter 7: Cut-over into Operations

- Backup and Restore Procedures
- Release Management Procedures
- Business Process
- Data Migration

- Cut-Over of Transactions and Data Quality
- Interfaces
- Support Strategies and Structures
- Further Reading

Chapter 8: Project Governance

- Overall IT Governance
- Project Governance and Operations Governance
- Project Monitoring and Control
- Project Team Roles and Responsibilities
- Communication Management
- Scope Management (Including Change Requests)
- Risk Management
- Asset Management
- Release Management
- Infrastructure Capacity Management
- Request Management for Projects
- Code Development Guidelines

- Test Guidelines
- Training Guidelines
- Backup and Recovery Guidelines
- Pre-go Live Guidelines
- Post-implementation Support Policy
- Service Desk Usage Policy
- Security Guidelines
- Further Reading

Chapter 9: Agile Project Management

- Introduction to Agile and Basic Concepts
- Basic Components
- Scrum Project Monitoring
- Minimum Viable Product Release and Closing
- Scope-Cost-Quality-Time Dimensions
- DevOps and DevSecOps
- References
- Further Reading

Chapter 10: IT Portfolio Management

- Portfolio Planning and Design
- Portfolio Assessment and Communicating
- Portfolio Rebalancing
- Portfolio Governance
- Portfolio Monitoring and Control
- Reference
- Further Reading

Chapter 11: IT Security

- Scope of IT Security
- Policy and Its Relevance
- CIA Triad
- Security as a Process
- Identity Management
- The Perimeter
- IPS
- Web Application Firewall (WAF)

- Patching
- Hardening
- Baselining and Baseline Configurations
- Proper Use of Admin Accounts
- Defense in Depth
- Backups
- Secure Coding Practices
- Security Awareness
- Incidence Response
- The Convergence of IT and OT
- Conclusions
- References

Chapter 12: Sample Terms of Reference (TOR): VM (Virtual Machine) Backup Solution

- Annex: List of Functional Requirements

7. Practice Test

Here's what you get

Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

8. Performance Based Labs

uCertify's performance-based labs are simulators that provides virtual environment. Labs deliver hands on experience with minimal risk and thus replace expensive physical labs. uCertify Labs are cloud-based, device-enabled and can be easily integrated with an LMS. Features of uCertify labs:


- Provide hands-on experience in a safe, online environment
- Labs simulate real world, hardware, software & CLI environment
- Flexible and inexpensive alternative to physical Labs
- Comes with well-organized component library for every task
- Highly interactive - learn by doing
- Explanations and remediation available
- Videos on how to perform

Lab Tasks


Here's what you get

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