BASIC IT OPERATIONS ESSENTIALS, CERTIFICATE OF ACHIEVEMENT

This certificate of achievement has been designed with input from an industry partner. The purpose of this certificate is to develop the knowledge and skills necessary to execute essential IT operations. Upon completion of these courses, the student will have the skills necessary to be able to acquire either an entry level help desk position at the beginning of their career, or a mid-level position, if they have existing relevant business operations experience within the organization. In addition, students who complete the certificate will be prepared to sit for the following industry recognized certifications: CompTIA Security+, Project+, and ITIL v4.

Learning Outcomes

Upon successful completion of the program, students will be able to:

- Identify areas of Information Technology field, and explain how they relate to each other and support business.
- Apply basic project management techniques and demonstrate the skills necessary to acquire the Project+ industry certification.
- Apply ITIL techniques for managing IT processes and delivering value to business, while demonstrating the knowledge necessary to acquire the ITIL Foundation industry certification.
- Analyze environments using cyber security knowledge and tools necessary to assure a secure computing experience in an organization, while also preparing for the Security+ industry certification.

Certificate of Achievement Requirements

Code	Title	Units
Required Core		
CSIS 1	Computer Information Systems	3
CSIS 81	ITIL Essentials	1
CSIS 86	Network Security Fundamentals/Security+ Prep	3
CSIS 98	Project Development	2
WORK 96 or WORK 99	Professional and Essential Skills Career-Focused Work Experience	1-2
Total Units		**10-11**

Please refer to the graduation requirements section of the Catalog for information about degree and certificate requirements including Reading and Writing, Mathematics, Information Competency, and General Education requirements.

The model sequence of coursework below is one pathway for students to complete the program. The information below is not an official educational plan. An MPC Counselor can assist you with creating a personalized education plan based on your academic, career, and personal goals. Visit MPC's Counseling website for more information about Counseling and up-to-date program requirements.

Suggested Course Sequence

Year 1

Fall		Units
CSIS 1	Computer Information Systems	3
CSIS 81	ITIL Essentials	1
CSIS 86	Network Security Fundamentals/Security+ Prep	3
CSIS 98	Project Development	2
WORK 96 or WORK 99	Professional and Essential Skills or Career-Focused Work Experience	1-2
	Units	**10-11**
	Total Units	**10-11**

MPC "Ready to Work" Career Education programs offer students the opportunity to gain knowledge and skills needed for employment and job advancement.

All students should consult with a Counselor to discuss career pathways, for support with career exploration and planning, and to create a personalized education plan to help them meet their academic, career, and personal goals. Visit MPC's Counseling website for more information about Counseling services provided by MPC and to connect with a Counselor.

Additional resources are available through MPC's Career & Transfer Resource Center (CTRC). The CTRC offers career resources, workshops, guidance and referrals. Visit the CTRC for support finding online career information and other resources to explore majors, occupations, and employment information.