

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.