



Advancing Data Center  
and IT Infrastructure  
Professionals



EDUCATIONAL PARTNER

ICT 2000:  
**Critical Environments  
Technology Professional (CETP)**



eLearning  
2-day Private Course  
Self-study Course Book

**ICT Continuity  
Professional Development Program**

Resilience.  
Education.  
Credentialing.



The International Consortium  
For Organizational Resilience

# Critical Environments Technology Professional (CETP)



**Audience:** Technology Recovery Professionals, Technicians, Managers, Business Continuity Professionals, and Technology Support Personnel.

The focus of ICT 2000 is on preserving, protecting, and recovering data, aligning IT resources with business objectives, managing risk, and optimizing efficiency.

Now more than ever, the role of the ICT Professional is one that requires ongoing education and professional development to keep current of the ever-changing ICT environment. ICT 2000 provides an in-depth look at IT frameworks, storage management, availability challenges, clustering and machine virtualization, as well as IT risk, ICT continuity, and the more traditional disaster recovery.

In addition, an understanding of how to protect against security breaches, the importance of enforcing IT security policies, and understanding the role of backup components, architecture, and media is included. The course includes practical activities that focus on problem solving to bridge theory with learning that can be applied immediately on the job.

## 8 Lessons / Competency Areas

### 1 Understanding the Critical Environment

1. Purpose and components of the CE
2. IT Frameworks
3. Compliance & IT GRC
4. Total cost of ownership / ROI

### 2 Storage Management

1. Understanding storage requirements
2. Storage virtualization
3. Storage challenges & trends
4. Cloud computing

### 3 Driving Storage Efficiencies

1. Discover, report, and optimize storage
2. Volume and file system management
3. Deduplication and compression
4. Data life cycle management

### 4 Availability Concepts & Challenges

1. Replication
2. Clustering
3. Virtualization
4. Mirroring

### 5 Addressing IT Risk, ICT Continuity, & Technology Recovery

1. IT and CE Challenges
2. IT Risk Management
3. ICT Service Continuity
4. Technology (Disaster) Recovery

### 6 Backup Methods and Systems

1. Data protection plan
2. Backup architectures & storage types
3. Backup methods
4. Replication

### 7 Protecting Against Security Breaches

1. Security policies
2. Sources of security breaches
3. Protecting the infrastructure
4. Protecting the information

### 8 Endpoint Management & Troubleshooting

1. Endpoint management
2. Technologies
3. Methods for troubleshooting
4. Interfaces and tools for problem-solving

## Credentials

The Critical Environments Technology Professional (CETP) certification exam is included in the course fee. The CETP certification exam can also be challenged online without taking a class.

Exams are multiple choice.

# Preserving, Protecting, & Recovering Data

## Aligning Mission-Critical Environments Education & Credentialing Programs to the Workplace

Recognized globally for its vendor-neutral, standards-based education programs, ICOR's certification competency areas align to specific jobs or job areas in the critical environment workplace.

**ICOR courses meet your learning style.** Learn from an instructor via a private course or on your own via eLearning or self-study course books. Interactive activity-based curriculum.



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