

# Course : Understanding IT professions and activities

**Synthesis course - 2d - 14h00 - Ref. MET**

**Price : 2020 CHF E.T.**

This seminar provides a practical overview of the various components of the IT world. By the end of the course, you'll have a clear understanding of the basics of IT, the different professions in the sector, and the organization and activities of an IT department.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understand the principle of aligning IS with business processes
- ✓ Clearly identifying the roles and missions of the various departments within an IS department
- ✓ Be familiar with the main IS best practice guidelines and their scope of application
- ✓ Gain an overview of the different building blocks that make up an IT infrastructure
- ✓ An introduction to IS architecture and underlying technologies
- ✓ Understand the major families of applications most commonly used in today's enterprise computing, and trends in their use

## Intended audience

Project owners, delegated project owners, users, IT correspondents, organizers.

## Prerequisites

No special knowledge required.

## Course schedule

### 1 The information system

- From business processes to IT infrastructures. Definitions, purposes.
- Alignment with the organization's objectives and operations.

## PARTICIPANTS

Project owners, delegated project owners, users, IT correspondents, organizers.

## PREREQUISITES

No special knowledge required.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 2 The IT Department: roles, organization, businesses

- Users' expectations of their IT department, and the division of MOE-MOA roles.
- Various departments (design, development, etc.). Project management and maintenance in operational condition.
- Project management and agile methods. Standards: ITIL®, Prince®, CMMI, PMP®, COBIT®.

## 3 IT infrastructures

- Mainframes, servers, workstations, smartphones...
- Operating systems (Linux, Windows, Unix, etc.) and networks.
- Programming languages. Data. Main security risks.
- High availability concepts: Mirroring, Raid, SAN, NAS, backups.

### Example

Classification of infrastructure components.

## 4 IT architectures and integration

- Types of architectures. Service-oriented architectures.
- Application servers. Architecture-related activities and professions.

## 5 The main solutions available to companies

- Specific developments, software, software packages.
- Enterprise resource planning (ERP). Business intelligence (BI).
- Datawarehouse, datamining, predictive analysis, dataweb, OLAP. Electronic document management.

### Case study

Position solutions in a business example.

## 6 The opportunities

- Social networks (Facebook, Instagram, X (formerly Twitter)...).
- Mobility (laptops, smartphones, etc.). Rationalization of IT costs.
- IS governance.
- Trends: big data, artificial intelligence, blockchain, connected objects, 5G possibilities, etc.

## 7 Summary

- Review of key course points.
- How to keep your IT knowledge up to date: websites, books, reading material.

## Dates and locations

### REMOTE CLASS

2026: 26 May, 17 Nov.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.