

# Infrastructure Analyst Certification

## Why the certification is relevant

As an Infrastructure Analyst, you will be the go-to expert for key mission-critical and ancillary production systems. You will primarily engage in and provide support for business facing activities, including determining (or creatively bridging) system feature-fit with business requirements, producing data and reports to support business operations, analysing infrastructure performance, and providing hardware and software feature support to all end-users.

## Focus of the Infrastructure Analyst

The Infrastructure Analyst is responsible for core administration, implementation, development and support of infrastructure technologies with a critical focus on IT Service Management solutions, and strives to ensure overall performance, availability and fitness of applications and environments essential for infrastructure operations and service delivery to customers. The Infrastructure Analyst Program is based on an intensive 5-day classroom training module and is supported by Individual Performance Coaching on a project selected by the partitioner. The hands-on experience ensures that the platform and enterprise architecture management and modelling skills are applied within the following disciplines:

- Technology Layer Modelling: Infrastructure components, devices, functions, features, services, rules, compliance, media and channels.

## Theories Practitioners will learn

- Capture infrastructure forces and trends
- Understand infrastructure strategies
- Identify infrastructure requirements
- Infrastructure performance management
- Decision making around infrastructure

## What Practitioners will work with in Practice

- Work with stakeholders and IT owners
- Benchmark infrastructure maturity
- Develop infrastructure guidelines
- Infrastructure service model definitions
- Define infrastructure standardisation and integration potential

## Modelling capabilities Practitioners will gain

- Infrastructure Stakeholder Map
- Infrastructure Requirements Model
- Infrastructure Strategy Canvas
- Infrastructure Capability Maps
- Infrastructure Services Model
- Infrastructure Rules & Compliance Model

## Enterprise Standards used

OMG (software standards):

- UML - Unified Modelling Language
- BPMN - Business Process Modelling Notations

LEADIng Practice (Enterprise Standards):

- Emerging & Disruptive Infrastructure Forces & Trends
- Infrastructure Ontology
- Infrastructure Taxonomy
- Infrastructure Classification & Categorisation
- Infrastructure Artefacts
- Infrastructure Modelling Notations (IMN)
- Infrastructure Lifecycle

Open Group Technology Architecture

IEEE Technology Engineering standards

ISO 42010 Systems & Software Engineering

ITIL 3 (IT delivery concept)

COBIT (Governance)