



**EUCIP**  
European Certification of  
Informatics Professionals

# EUCIP Data Centre & Configuration Manager

## Elective Level Profile Specification

*Version 2.4, February 2007*

### **Short Description**

**A EUCIP Data Centre and Configuration Manager is expected to have a structured approach to design, set-up and maintenance of an IT-enabled working environment, both in case of a development environment and in case of a "live" system for end-users; this requires specific competences on quality procedures and on workflow management systems and tools.**

This profile requires a minimum work experience of **18** months in a compatible job role; if this requirement is not fulfilled, the candidate might be certified as an **Associate** Data Centre and Configuration Manager.

## Tasks Overview

Defines the scope of the Configuration Management process, the items that need to be controlled and the related information that is to be recorded. Moreover he/she defines the policies and the procedures that govern the process.

Conducts organization-wide campaigns about Configuration Management policies and procedures. Ensures that all the changes of the Configuration Management processes are communicated to staff before being implemented.  
Assigns responsibilities to, recruits and trains the configuration management staff.

Chooses the right Configuration Management tools in respect of the organization's budget, resources available, timescale and technical requirements. If necessary configures and/or customizes tools in order to produce effective Configuration Management environments in terms of databases and software libraries, workflows and report generation.

Defines and manages the Configuration Management plan. This includes: defining principles and processes and their implementation; scope and granularity of Configuration Items that need to be recorded in the CMDB; CI registration procedures; access controls and privileges on the CMDB.

Defines CMDB policies, including CIs naming conventions.

Plans and executes population of the CMDB. Manages and maintains CMDB. Updates the CMDB when the target environments change. Provides, if possible, the automation of the CMDB updating mechanism.

Produces and distributes management reports, impact analysis reports and configuration status reports.

Supports the change managements discipline in order to take advantage of the Configuration Management process. Ensures that requests for change are authorised before implementation. Defines Change records, configuration baselines and package Release records in order to specify the effect on CIs of a change.

Designs the physical architecture of a data center server farm. Moreover, defines for each server all the hardware components needed to fulfil the requirements, obtains technical information from the main IT vendors and chooses the right model for each component.

Identifies the optimal scalability path for a given server farm in respect with expected user load and budget constraints.

Designs and implements a hardware monitoring architecture needed to identify hardware bottleneck and health of the server components.

Analyses, supported by the right tools, how hardware components are working. Identifies and applies the right performance tuning practice in order to maximise the throughput and reduce the service response of the overall infrastructure.

Defines the service and data backup policies. Performs, if needed, periodic disaster recovery operations to validate the policies towards the SLA.

Evaluates different ISPs according to services offered (data centre quality, Internet backbone, backup facilities, security services, power generators etc).

## **Essential Behavioural Skills [ 2 ]<sup>1</sup>**

The Data Centre and Configuration Manager role requires a good general knowledge, a strong will to learn, excellent oral and written expression.

A persistent goal-driven approach, attention to detail, a logical-minded and goal-driven approach, flexibility, determination, planning and control aptitude are required to achieve effective results.

The capacity to compare different technologies and products in respect to business needs is a must.

Furthermore (and considering that a supplier can be a partner in innovation) the Configuration Manager should be able to build and maintain a good relationship with suppliers of the wide variety of products he/she typically buys, namely consulting services, application software, and, in some cases, hardware, network and operational telecommunication services.

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<sup>1</sup> numbers in brackets represent EUCIP points

## Detailed Skills Required

### Deep competence level [ 15 ]

#### A6.02 Develop in a collaborative environment [ 1,5 ]

- Use tools for team work in a collaborative environment.
- Cope with primary issues related to a team work.
- Manage Version Control, Technical Documents, and Distribution tools.
- Manage Build and Test.
- Use messaging tools such as IM, Mailing List, discussion boards.
- Facilitate a collaborative environment.
- Apply procedures for team work.
- Acknowledge the importance of an established set of documentation and coding standard.
- Exploit detailed knowledge and troubleshooting hints available through virtual communities of developers.

#### B1.05 Systems design and implementation [ 1,5 ]

- Identify the tasks involved in implementing and designing an IT system.
- Evaluate the business benefits of database technologies, data warehousing and data mining tools.
- Understand the contents of a system specification.
- Understand function specifications.
- Appreciate the need for (and constraints on) Physical Design of Databases (e.g. tables and indexes).
- Perform Forms Design for a business system.
- Contribute to design of screens and dialogues.
- Contribute to recovery and contingency plans.
- Ensure that audit of an Information System is possible.
- Define system controls for an Information System.
- Define the data integrity needs for an IT System.
- Understand Technical System Options and assist the business in evaluation.
- Employ relevant methods of changeover to new systems.
- Contribute to System Review (post implementation).
- Detail the need for design of security, confidentiality and privacy in a system.
- Produce an implementation plan and assist with business implementation and system review.

#### B1.13 Managing a development environment [ 1,5 ]

- Organize a development environment by establishing a workflow.
- Control and understand the software development work and the resulting artefacts.
- Define processes and tools that support the organisation in applying the proper development workflow:
  - o select and acquire tools,

- set up and configure tools to suit the organisation,
- configure the development processes in order to suit the organisation,
- timely improve the development processes,
- arrange services to support the processes: the IT infrastructure, account administration, backup, etc.

### **B3.07 Build reports [ 1 ]**

- Administer server resources.
- Create high quality web reports.
- Use templates to create mailing labels and letters.
- Create and modify basic tabular reports.
- Build reports using XML.
- Add dynamic data to an HTML page.
- Identify the main components in a report document and how they are related.
- Publish a report on the web.
- Tune reports.
- Create other report styles such as break reports and matrix reports.
- Use report parameters and customise a runtime parameter form.
- Manage report templates.
- Create and embed a graph in a report.
- Identify standard report design styles and run existing reports to various output destinations.

### **C7.01 IT service delivery [ 1,5 ]**

- Contribute to the creation, via cost-based negotiation, of Service Level Agreements by stating business quality requirements for the specified service.
- Contribute to the organisational Capacity Plan by eliciting predictions of service usage (both existing and planned).
- Contribute to the Business Continuity Plan for an organisation, by specifying threats to and the recovery needs of each service offered by the organisation to its customers.
- Evaluate risk reduction and contingency options prepared by Service Management staff within an organisation.
- Contribute to Continuous Service Improvement plans on behalf of the business.
- Evaluate the various options for Service Desk support suggested by IT Service Management.
- Ensure full support for new services is in place before system implementation is completed.
- Liaise with Service Management staff over the technical impact of requested business changes to existing services.
- Contribute to business impact analysis of all requests for change to a service.
- Assist the business in specifying requests for change to existing services (using ITIL(c) standards or equivalent).

### **C7.02 Service Management essentials [ 1,5 ]**

- Establish a proper Service Level Management process and explain its benefits for the organisation.
- Evaluate the main elements of a Service Level Agreement.
- Compare the uses and purposes of Service Level Agreements, underpinning contracts and Operational Level Agreements.
- Negotiate SLA (Service Level Agreement) with internal /external customers and suppliers.
- Identify roles/responsibilities in order to control the actual service level against SLA.
- Promote initiatives for customers satisfaction and benchmarking.
- Set up a proper policy for availability and capacity planning and for IT Service contingency planning.
- Design and assure automatic capture of information for SLA.

### **C7.03 Change and configuration management [ 2 ]**

- Describe a structured approach to Configuration Management.
- Coordinate and control the steps of system development.
- Administer versions of artefacts.
- Control access to artefacts.
- Administer dependencies between (versions of) artefacts.
- Define and administer reproducible products (baselines).
- Administer development states of artefacts.
- Ensure that a consistent version of the system exists at any time.
- Describe a structured approach to Change Management.
- Collect change requests.
- Evaluate change requests and commit on schedules.
- Drive the execution of changes.
- Test the results of changes done on the various artefacts.

### **B1.09 Computer Aided Software Engineering (CASE) and Integrated Development Environment (IDE) tools [ 1 ]**

- Know when and how to use a CASE tool: top issues related to CASE tools adoption, CASE Tools for different platforms/languages.
- Work with the most used IDEs for Windows and Unix platforms.
- Integrate plug-ins in an IDE. Examples: Oracle Developer 2000, Rational ROSE, Select, Business Objects.
- Customise the build process in an IDE.
- Use the "Configuration Manager" (Debug/Build...).
- Integrate the IDE with a Version Control System. Example: CVS.

### **C1.01 Computer hardware selection and management [ 1,5 ]**

- Recognise CPU architectures and functioning, and evaluate how their characteristics affect performances.
- Evaluate caching policies and the respective hardware configurations.
- Differentiate between CPU architectures (CISC, RISC, 32/64 bit, and extensions on specific functions e.g. SSE), their main

manufacturers and the application context where they are most suitable.

- Differentiate between RAM types (DRAM, SRAM, DDR-X, and extensions on specific functions e.g. ECC), the meaning of characteristic parameters (CAS, Command Rate, tRP, tRAS, ...), their main manufacturers and the application context where they are most suitable.
- Differentiate between hard disk types (IDE, various kinds of SCSI, S-ATA), the meaning of characteristic parameters (RPM, on-board cache) and the application context where they are most suitable.
- Evaluate hardware requirements for a server during the procurement phase, define its configuration and choose the appropriate components.
- Differentiate between disk controller types (SCSI, Fiber Channel, ATA) and their functions (read/write caching, supported RAID levels, hot-plug support, spare disks support, ...).
- Tune all low level configuration parameters for the main components, maximizing performances.
- Supervise the proper working conditions of hardware components and identify upgrades that can improve performances.

#### **C1.02 Distributed computing architecture [ 2 ]**

- Evaluate and design the physical architecture of a data centre / server farm.
- Define the appropriate hardware dimensioning for servers in a farm, considering actual and expected workload , and taking into account their role (web server, database server, application server, terminal server, monitoring server, ...).
- Evaluate the environmental characteristics of a server farm (conditioning, cabling, physical access control, ...) and all components used, such as uninterrupted power supply systems, racks etc.
- Know how to obtain high availability (clustering, load balancing, ...) and identify related hardware / software requirements.
- Evaluate, based on required performance and allocated budget, the best shared storage solution, including number and capacity of disks, required redundancy, external communication bus capacity.
- Identify scalability options to align the sizing of a data centre / server farm to the expected requirements, and assess their economic feasibility.
- Define backup and recovery policies for data and applications, aligning them to the agreed service level.

### **Incisive competence level [ 15 ]**

#### **A2.07 Allocation of resources [ 1 ]**

- Define processes and activities as detailed as necessary for dimensioning resources.
- Estimate the resources and the duration of the defined activities.

- Plan the necessary human resources and define roles.
- Contribute to the hiring process and ensure adequate competences.
- Develop and manage a work schedule and assign specific tasks.
- Control the schedule and measure performances in terms of effectiveness and efficiency.
- Calculate the requirements in terms of key resources, duration and distribution over time.
- Calculate the necessary cost budgets.
- Control costs and budgets.
- Develop and keep a powerful and motivated staff.
- Manage and keep track of the needs of the staff.

#### **C7.08 Controlling and communicating the scope of IT services [ 1 ]**

- Plan and define the scope of the IT services.
- Define a model for measuring the service level.
- Define a model for time and cost estimation and tracking.
- Control and verify scope against organisational requirements.
- Perform an integrated change control.
- Direct the execution of all activities and control results.
- Manage an effective communication within the IT staff and with all stakeholders of the services.
- Organize an appropriate and timely distribution of all relevant information.
- Organize and manage reports on IT services performances.

#### **A4.02 Package selection and implementation lifecycle [ 1 ]**

- Define a framework for effective package selection.
- Identify, investigate and assess potential package suppliers.
- Evaluate a software package against defined requirements.
- Present recommendations concerning the “fit” of the software package to agreed functional and non-functional requirements.
- Evaluate the advantages and disadvantages of the package approach.
- Evaluate the human, technical and financial implications of a decision to outsource development/buy a package solution.
- Apply a checklist of factors to a decision on in-house development vs. package procurement.
- Work within a framework for package selection.
- Understand the impact on package selection of Prototyping approaches.
- Acquire an understanding of the software package market in a particular business context.
- Produce a High Level Functional Model for a system.
- Contribute to identifying potential package suppliers.
- Contribute to the production of Invitations to Tender (ITTs) and questionnaires.
- Investigate suppliers.
- Assist in the creation of Supply Contracts and Support Agreements.
- Perform cost comparisons – purchase and support.
- Document the functional match of a package solution.

- Contribute to gap analysis for a package selection.
- Use a weighted scorecard approach to evaluation.
- Present the recommendation for a specific package solution.
- Assist in the implementation of packages.
- Liaise with procurement staff for package purchase.
- Define the modified business processes required in a package solution.
- Appreciate the issues with tailoring the package software.
- Contribute to long term supplier management.
- Appreciate the advantages/disadvantages of packages.

#### **A5.03 Project coordination [ 1 ]**

- Coordinate a software development project: planning, control, organisation, configuration management, version control, quality assurance, metrics.
- Establish standards applying to development documentation, coding, code review, UI, and testing.
- Establish processes: processes include reviewing development documentation, reviewing code, creating builds, tracking issues, managing source code, managing change, managing release, and establishing maintenance tasks.
- Contribute to establishing quality and performance metrics to evaluate project control and organisational performance.
- Report actual progress of activities against an agreed plan.

#### **B2.03 Working with databases [ 1 ]**

- Use SQL for:
  - o basic 'select' statements,
  - o restricting and sorting data,
  - o transforming data through single-row functions,
  - o displaying data from multiple tables and views,
  - o aggregating data using group functions,
  - o extracting complex results through subqueries,
  - o data manipulation (DML commands).
- Produce readable output through interactive SQL.
- Import and export data: methods include the bulk copy.
- Manage result sets by using cursors and SQL: considerations include locking models and appropriate usage.
- Extract data in XML format: considerations include output format and XML schema structure.
- Manage data manipulation by using stored procedures, transactions, triggers, user-defined functions, and views.
- Control data access by using stored procedures, triggers, user-defined functions, and views.
- Define object-level security including column-level permissions by using GRANT, REVOKE, and DENY.
- Know how to use standard Database interfaces like ODBC, JDBC, etc.

#### **B1.06 Object oriented approach to systems analysis [ 1 ]**

- Act as an effective member of a team involved in analysis using an OO approach.

- Appreciate how the system design approach in the OO paradigm differs from other approaches.
- Use the main OO analysis modelling types and show how they relate to each other.
- Evaluate the benefits of the OO approach to analysis (business and systems).
- Appreciate the use of the OO Model types in UML.
- Use UML Analysis models.
- Perform Business domain modelling (in UML).
- Contribute to Activity Modelling (in UML).
- Create Use Cases in requirements gathering.
- Appreciate UML Dynamic Modelling techniques (e.g. STDs, Sequence and Collaboration diagrams).
- Appreciate UML Design and Architecture Modelling.
- Evaluate OO lifecycles, and development environments from the business view.

**B1.08 Software engineering principles [ 1 ]**

- Understand roles of the software engineering process (project manager, software developer, maintenance staff, quality assurance and the user).
- Understand software development life cycle models and their applications.
- Understand and apply software development estimation techniques.
- Understand and apply principles of software Project Management.
- Understand Risk Management.
- Understand Quality Assurance.
- Understand Configuration Identification, Control and Auditing.
- Understand Configuration Status Accounting.
- Understand and apply Software Estimating Techniques and Metrics.

**B1.12 Defining a solution architecture [ 1 ]**

- Gather and analyse:
  - o user requirements,
  - o operational requirements,
  - o system requirements for hardware, software, and network infrastructure.
- Transform requirements into functional specifications: considerations include performance, maintainability, extensibility, scalability, availability, deployability, security, and accessibility.
- Transform functional specifications into technical specifications: considerations include performance, maintainability, extensibility, scalability, availability, deployability, security, and accessibility.
- Select the appropriate technologies for the physical design of the solution.
- Create the physical design for:
  - o the solution,
  - o deployment,
  - o maintenance,
  - o the data model.

- Create specifications for auditing and logging.
- Validate the physical design.

**B1.01 System development lifecycles [ 1,5 ]**

- Understand the differences between Business Analysis, Systems Analysis and Systems Design.
- Investigate and document an existing system.
- Produce a requirements definition for a business system.
- Create Business System Options and present them to the business.
- Identify tasks/disciplines involved in management of systems development.
- Justify the use of a specific systems methodology.
- Use relevant (to Business and Systems Analysis) development techniques.
- Explain the lifecycle of a project to business users.
- Use formal approaches for ensuring best practice in the System Development process.
- Understand the rationale for a particular Systems Development (SD) method and where it is used.
- Appreciate the scope and limitations of SD method in the project lifecycle.
- Understand and work within a standard development framework (e.g. SSADM).
- Appreciate the need for specific techniques in the SD process.
- Evaluate the suitability of differing system development approaches for a particular project scenario.
- Harmonise roles and responsibilities of the various specialists in each of the main lifecycles for system development.
- Use well known approaches to providing detailed SD Lifecycle products, e.g. textual, diagrams, prototypes.
- Create different modelling views of a business system (e.g. static data, behaviour, user centred, process).

**A1.03 Organisational strategies and related IT system selection [ 1 ]**

- Classify organisations based on their type, internal structure, legal status etc.
- Evaluate the role IT plays in different types of organisation.
- Evaluate the impact of different organisational structures on the management of IT.
- Evaluate Corporate Mission Statements and their IT implications.
- Build a business plan for a particular organisation.
- Evaluate the major techniques for building a business strategy.
- Involve functional managers and key users to identify the key business needs.
- Propose new technical & organizational tools to improve office automation and productivity (e-mail, document/content management, cooperative workflow with external partners).
- Identify IT solutions for factory automation.
- Outline the IT needed to deliver a given business plan.
- Select a portfolio of computer support tools for management of an organisation.

- Contribute to an overall strategy for leveraging of organisational knowledge, memory and learning.
- Use well-known decision making and problem solving techniques.
- Select suitable Management Information Systems (MIS) software for an organisation.
- Evaluate the usefulness of different IT-based workflow systems.
- Compare the effectiveness of virtual team working and physically co-located team working.
- Establish a collaborative structure, using relevant technology.
- Evaluate implementations of collaborative technologies.
- Evaluate the link between an IT strategy and the business strategy.
- Design appropriate matches between organisational need and IT provision.
- Identify the strengths and weaknesses of MIS, On-line Transaction Processing (OLTP) and related system types.
- Contribute to the specification of a Data Warehousing system to support Business Intelligence (analytics) users.

#### **C2.01 Operating Systems [ 2 ]**

- Differentiate between the most widespread operating systems:
  - o Linux/Unix,
  - o Windows,
  - o MacOS.
- Install and upgrade the above OSs.
- Cope with OS conceptual problems:
  - o concurrency management, deadlock and starvation,
  - o scheduling,
  - o I/O operation and management,
  - o file management systems,
  - o user and access management.
- Analyse network capabilities.
- Configure network interfaces.
- Configure various network protocols and services (including http, SMTP, POP, IMAP, DNS).
- Start and stop various network services.
- Publish resources on the network (e.g. shared printers and folders).
- Measure and monitor system load:
  - o CPU (both mono- and multi-processor),
  - o Network,
  - o memory and virtual memory,
  - o storage,
  - o processes and threads,
  - o usage of shared resources.
- Tune the system to reach required performances.
- Manage user accounts and groups and set up related security policies.
- Apply interoperability tips (file formats, available protocols, etc.).
- Set up systems to reach the needed level of interoperability between heterogeneous OSs.
- Use performance boosting techniques such as clustering.

- Set up clustering.
- Perform troubleshooting.
- Perform system recovery.

### **C3.01 Network principles and standards [ 1,5 ]**

- Evaluate the basic components of a network, such as server, client, NIC, protocols, Network Operating System (NOS), shared resources.
- Evaluate a Server, its requirements, and function. Also evaluate the basic server components.
- Build or order a server, dimensioning it to cover the network needs.
- Evaluate a Client, its requirements, and function. Also evaluate the basic client components.
- Build or order a client, dimensioning it to covers both user's and applications' needs.
- Evaluate the function of a Network Interface Card (NIC). Also be able to choose the appropriate card for a network.
- Differentiate between the basic network topologies:
  - o Busnet,
  - o Ringnet,
  - o Starnet,
  - o their function, capabilities and limitations.
- Differentiate between a Local Area Network (LAN) and a Wide Area Network (WAN).
- Recognise "de facto" and "de jure" standards in data transmission:
  - o the TCP/IP suite,
  - o the OSI model,
  - o purpose of the layered reference model (principle of encapsulation and service access points in layer models),
  - o main standard organisations, such as CCITT, ITU-TS, IEEE, ISO and IAB and domains they are focusing on,
  - o aim of the different layers (physical, data link, network, transport, session, presentation, and application).

### **B2.08 Database administration [ 1 ]**

- Specify data backup / recovery procedures and tools.
- Choose suitable structures for DB instance and media recovery.
- Configure the DB archiving mode.
- Configure and use tools such as the Recovery Manager for:
  - o user-managed backups,
  - o Recovery Manager backups,
  - o Recovery Manager maintenance,
  - o Recovery Catalog creation and maintenance.
- Transport data between databases.
- Manage password security and resources.
- Manage roles, users and privileges.
- Configure system features to support multiple languages/character sets.



## External references to SFIA<sup>®</sup> version 3 by the SFIA Foundation

### Skill 42: Configuration Management

*“The systematic management of information relating to the documentation, software, hardware and firmware assets of an organisation. This will involve identification and appropriate specification of all configuration items (CIs). Required information will relate to storage, access, problem reporting and change control of CIs. Application of status accounting and auditing, often in line with acknowledged external criteria such as ISO 9000, throughout all stages of the CI life history.”*

Levels 4 and 5

### Skill 43: Change Management

*“The management of all changes to the components of a live infrastructure, from requests for change (RFC) through to implementation and review, to support the continued availability, effectiveness and safety of the infrastructure.”*

Levels 4 and 5

### Skill 44: Capacity Management

*“The management of the capability and functionality of hardware, software and network components to meet current and predicted needs in a cost-effective manner. This will include dealing with both long-term changes and short-term variations in the level of demand.”*

Levels 4 and 5

### Skill 52: Management and Operations

*“The management and operation of the IT infrastructure (typically hardware, software and communications) and the resources required to plan for, develop, deliver and support properly engineered IT services and products to meet the needs of a business. Includes preparation for new or changed services, management of the change process and maintenance of regulatory, legal and professional standards, management of performance of systems and services in relation to their contribution to business performance and management of bought-in services including, for example, public network, virtual private network and outsourced services.”*

Levels 4 and 5

### Skill 53: Network Control and Operation

*“The day-to-day support, operation and control of all equipment within an IT network infrastructure. Includes data backup and restore, production of network performance statistics, provision of network diagnostic information and site surveys.”*

Levels 4 and 5

### Skill 54: Database Administration”

*“The installation, configuration, upgrade, administration, monitoring and maintenance of physical databases.”*

Levels 4 and 5

## **External references to AITTS by the German Government – *Arbeitsprozessorientierten Weiterbildung in der IT-Branche***

### *Profil 2.2: IT Configuration Coordinator (IT-Konfigurationskoordinator/in)*

*“IT Configuration Coordinator organisieren das Konfigurations- und Change Management, indem sie Software-Entwicklungsprozesse und -ergebnisse strukturieren, verwalten und dokumentieren”.*

### *(?)Profil 4.1: Component Developer (Komponentenentwickler/in)*

*“Component Developer entwickeln und realisieren Hardwarekomponenten und Geräte”.*

## **External references to *Nomenclature 2005* by CIGREF (club informatique des grandes entreprises françaises)**

### *Métier 3.1 : Technicien d’Exploitation*

*“Le technicien d’exploitation assure la gestion courante de l’exploitation (hors réseau) dans le respect des plannings et de la qualité attendue. Il surveille le fonctionnement des équipements informatiques physiques et logiques du centre de production, dans le cadre des normes, méthodes d’exploitation et de sécurité. ”*

### *Métier 3.6 : Intégrateur d’Exploitation*

*“À la demande du maître d’ouvrage et sous la conduite du responsable d’exploitation du SI, il intègre dans l’environnement de production la solution logicielle livrée par l’intégrateur d’applications et en assure le déploiement.”*

### *Métier 3.7 :Pilote d’Exploitation*

*“Il assure en permanence la surveillance de l’ensemble des ressources informatiques et leur gestion opérationnelle, en garantissant le niveau et les engagements de service ainsi que la qualité des traitements conformément au plan d’assurance qualité et de sécurité.”*

### ***Métier 5.1 : Expert Système d'Exploitation***

*“Il assure un rôle de conseil, d'assistance, d'information, de formation et d'alerte. Il peut intervenir directement sur tout ou partie d'un projet qui relève de son domaine d'expertise.*

*L'expert système d'exploitation effectue une veille technologique, il participe aux études de l'architecture technique générale et de son évolution ainsi qu'à la qualification des plateformes informatiques.*

*Il est l'interface reconnue des experts externes.”*

### ***Métier 5.5 : Architecte Technique***

*“Il définit l'architecture technique du système d'information.*

*Il garantit la cohérence de l'ensemble des moyens informatiques (matériels, applicatifs ; bases de données, réseaux, middleware, système d'exploitation) et de leur évolution, en exploitant au mieux les possibilités de l'art, dans le cadre du plan d'urbanisme de l'entreprise.”*

### ***Métier 6.1a : Responsable d'Exploitation Informatique***

*“Il dirige l'ensemble des opérations et des moyens de production dont il a la charge ; il est responsable du niveau de qualité de service et de sécurité prévus conformément aux attentes des utilisateurs.*

*Il anime et coordonne l'activité des différents secteurs d'un centre d'exploitation, de façon à garantir un fonctionnement optimum des unités de production (planification, organisation, délais, normes, ..).”*