EUROPEAN INFORMATION TECHNOLOGIES CERTIFICATION INSTITUTE, ASBL.

Brussels, Belgium, European Union

CERTIFICATE

Joanna Carstensen

Has successfully completed test requirements of
The European Information Technologies Certification Programme

EITC/BI/BAS Business and administration software

Certification Programme examination result: 85%

Certification Programme description:

Introduction to knowledge associated with computerization of business / administration: needs and potential for computerization in institutions (objectives of an institution, business areas, benefits of computerization), business requirements analysis, problem of information security; information and communication technologies solutions overview: information and communication infrastructure, software support for main business processes, software for enterprise management, complex ERP systems, other solutions based on information technologies (real time collaboration software, internet based communication solutions, mobile solutions, systems of authorization and access control, monitoring systems), customer relationship management - CRM systems: introduction and overview of CRM systems functionality, exemplary CRM systems (installation, configuration and system administration, customers, sales, graphs and reports, calendar and activities organization, auxiliary tools and interface organization), Internet telephony: VoIP technology, benefits and problems related to usage of Internet telephony, VoIP devices, Internet telephony market, VoIP in practice - using VoIP software and hardware

Certificate Programme version/revision: EITC/BI/BASv1r2

CERTIFICATE ID: **EITC/BI/BAS/MDN21004449**

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DATE OF ISSUE:
March 2021
Brussels, Belgium
European Union