EUROPEAN INFORMATION TECHNOLOGIES CERTIFICATION INSTITUTE, ASBL.

Brussels, Belgium, European Union

CERTIFICATE

Zuzanna KrÃ¼ger

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

EITC/BI/ITIM Information technologies in management

Certification Programme examination result: 82.22%

Certification Programme description:

Introduction to management: what is management, basic managerial functions, main trends in human resources management, organization, teamwork, team creation and types of teams, group standards and group goals, roles of group members and their skills, assertiveness, conflict, communication and its role, effective communication, types of communication in organizations, active listening and communication of information; Project management and human resources management: basic motivation process, human Relations and a model of human resources, theories of needs, leadership (situational approach to leadership, transformational leadership), human resource management, recruitment (internal and external recruitment, trait theories, job interview), training (training effectiveness); Introduction to Project Management: project stages, project management in practice, project schedules; Computerization: desirability of computerization in institutions (objectives of an institution, areas of business activity, benefits of computerization), institution requirements audit, problem of information security, information and communication infrastructure, business activities supporting software, enterprise management software, comprehensive ERP systems, other IT-based solutions, introduction to CRM systems, CRM systems functions; Microsoft Project: application installation, getting started with Microsoft Project, ribbon, project tasks workspace, project charts workspace; Management of telework and remote group collaboration: flexible forms of employment in the current labor market situation, revision of telework definitions, telework and its organizational forms (telework types, telework and people with disabilities), society changes affecting technological conditions of telework ("Johoka Shakai" information society, transformation process in institutions, outline of the ICT usage as telework supporting instruments in modern enterprises, hardware for telework in the context of legal regulations and costs reimbursements), legal basis (rights and obligations of teleworker/telecommuter, rights and obligations of employer), types of contracts (civil law contracts, employment contract), telework employment contract example, IT software for telework (internal communication systems, internal publishing and information systems, internal group collaboration systems, Google Apps as a tool for communication and collaboration, Microsoft Office Sharepoint for communication and human resources management), IT hardware for telework (portable computers, mobile devices, wireless Internet access, VoIP alternative telecommunications systems, GPS location systems); Work management within Google Apps: GMail electronic mail (account creation, labels, filters, searching), Google messaging application (contact list, invitations, off-record mode, archive, voice and video conferencing), Google Docs word-processing editor (managing and organizing text documents, creating, sharing and editing of shared documents in real time (RTC), raster files importing and integrated optical character recognition OCR, text documents editing functions, managing history of changes), Google Docs spreadsheet editor (managing and organizing spreadsheets, creating, sharing and editing of shared spreadsheet in real time (RTC), spreadsheets editing functions, managing history of changes), Google Docs presentation editor (creating, sharing and editing of shared presentations in real time (RTC), embedding images and videos, sharing and publishing), Google Calendar (creating events, invitations and notifications, manage multiple calendars, sharing calendar, calendar settings)

Certificate Programme version/revision: EITC/BI/ITIMv1r2

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