



Personnel
Certification

Swiss Association for Quality



Federation of Swiss IT Experts



Expert FSIE™ ICT Operations

Systems Engineer, Application / Service Management

Public Version 0.2

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Classification: Public

Status: Draft



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1. Scope



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The certification is processed according to the generic SAQ Expert FSIE™ certification scheme ([D500](#)) and detailed regulation ([D420](#) including all referenced documents therein). The document at hand describes the specific practices (competences) and requirements for the program **Operations**.

These must be demonstrated by work testimonials, advanced education graduations, the handed-in case study and in the oral exam. The re-certification encompasses work testimonials and continuing education requirements.

2. Summary of the Profile Operations

Der Experte FSIE Operations ist für den Betrieb von IT- Infrastruktur (Hardware und Software-Plattformen/Systeme/Applikationen) zuständig. Er konzipiert, installiert und konfiguriert diese und überwacht/optimiert den Betrieb gemäss den Anforderungen/Service Level Agreements. Er wirkt in Projekten (Engineering) mit und übernimmt die Ergebnisse nach erfolgten Qualitätskontrollen in die produktive Umgebung. Als Zuständiger für Rechenzentren/Data Centers sorgt er für den sicheren und ressourcen-schonenden (Green-IT) Einsatz von digitalen Lösungen..

swissICT "Berufe der ICT" profiles covered:

- ICT-System-Ingenieur
- Applikations-Manager
- Service-Manager

Agile profiles covered:

- Team-Member (auch: Engineer, DevOps)
- Integrator (larger settings)

3. Catalog of Operations Practices and Collaboration Requirements

The practices are further refined in an FSIE-internal document which contains detailed competences description, methods, techniques and sample examination questions.

3.1. Operations Practices

Practice-ID	Title	Description
oBOC 01	Platforms requirements	gather business and IT requirements regarding the platforms and describe solution proposals



oBOC 02	Platforms evaluation	evaluate platforms alternatives regarding: hardware, operation systems, standard software/COTS, communications/network systems
oBOC 03	Green-IT	consult and engineer towards minimal economic and ecological resources consumption ("green-it")
oBOC 04	Platforms setup	install, configure and test IT platforms and applications used professionally/at organization level
oBOC 05	Configuration and Change Management	engineer IT platforms and applications configuration and change management processes and put them into practice
oBOC 06	Monitoring and Optimization	monitor and assure platforms and applications operations: availability, continuity, performance and capacity
oBOC 07	SLAs	define and coordinate service/operation level agreements with business respecting the organizational, industrial and methodical standards and put them into practice
oBOC 08	Plan	plan and do availability/capacity reviews and trend analysis
oBOC 09	Platforms documentation	assure proper system/platforms documentation and adherence to standards

The Expert FSIE™ Operations is required to reach a level of competence according to Bloom¹ of 4, 5 or 6 (analysis, synthesis, evaluation) for 7 out of the 9 practices. The 2 remaining he/she should master at level 3 (application).

3.2. Operations Collaboration Requirements

TBD

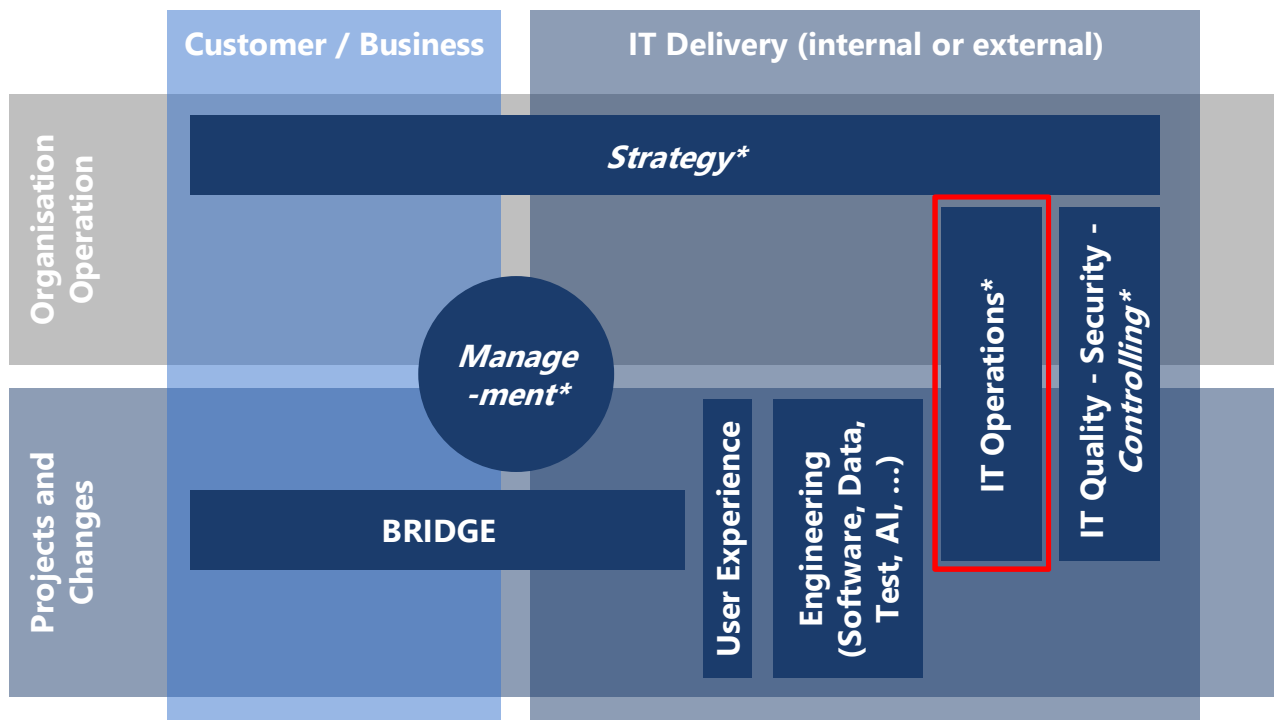
3.3. Operations Work Context Requirements

TBD

¹ https://en.wikipedia.org/wiki/Bloom%27s_taxonomy

3.4. The Expert FSIE™ Operations in the FSIE profiles collaboration and work model

An Expert FSIE™ Operations has an operations-oriented role.



4. Work Testimonials

The work testimonials are reported using the standard regulation and electronic form (D450-LINK) valid for every Expert FSIE™.

4.1. Requirements

The required minimum is 40% capacity in the past 6 years, i.e. 3'840 hours of practical work covering the 9 practices as per chapter 3.1 not older than 6 years must be reported.

For 7 of the 9 practices, he/she must have a record of ≥ 160 hours.

The collaboration requirements as per chapter 3.2 must be demonstrated.

The work context requirements as per chapter 3.3 must be demonstrated.



5. Advanced Education Requirements

The Expert FSIE™ Operations has graduated >=15 ECTS worth of any of the following advanced education programs (or certificates). The graduation certificates must be provided (scanned).

TBD

Education Provider	Name	Link	ECTS
	ITIL ...		

Important Note: The list above only encompasses Swiss IT Operations advanced education offerings known to the FSIE Op specialisation commission. If a candidate is a graduate of a non-listed course that presumably covers all or some of the Operations practices, he/she shall submit it and the FSIE Operations specialisation commission will assess the validity and eventually attributable ECTS. Also, if you are a provider of advanced education that is not listed, please send it in for assessment and listing to op@fsie.ch.

The graduations must not be older than 6 years or maintained in the past 6 years, if the advanced education has a re-certification regulation.

Temporary regulation:

The non-re-certifiable graduations can be older than 6 years. Also, they can stem from no longer existing education providers and/or be titles/programs that do no longer exist but were appropriately covering the educational aspects of the Operations practices as listed in chapter 3.1.

6. Case Study

The case study is written using the standard template (D422-LINK) valid for every Expert FSIE™.

Specific Operations requirement:

TBD

7. Oral Exam

The oral exam is conducted using the standard structure and assessment scheme valid for every Expert FSIE™ (D421-LINK).



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6 of the 9 practices must be covered in the 2nd and 3rd exam parts of the case study and specialisation questionings.

8. Re-Certification

The re-certification requirements are checked every 3 years.

8.1. Continued work testimonials

The continued work testimonials are reported using the standard regulation and electronic form (D450-LINK) valid for every Expert FSIE™.

The required minimum is 40% capacity in the past 3 years, i.e. 1'920 hours of practical work covering the 9 practices as per chapter 3.1 not older than 3 years must be reported by the Expert FSIE™ Operations.

For 7 of the 9 practices, he/she must have a record of ≥ 80 hours.

The collaboration requirements as per chapter 3.2 must be demonstrated.

The work context requirements as per chapter 3.3 must be demonstrated.

If feasible, a onetime extension of 0.5 years to reach the above requirements can be granted.

8.2. Continuing education

The Expert FSIE™ Operations must achieve the standard amount of 18 CEP with Op-specific or generic continuing education in 3 years conforming to the FSIE CEP regulation (D440-LINK). Note: 18 CEP can be achieved by attending 9 full-day Operations or generic refresher courses. However, the CEP regulation attributes CEP also to other continuing education measures.

If feasible, a onetime extension of 0.5 years to reach the above requirement can be granted.

9. Title

- The title is valid for 3 years after the initial certification and after each successfully completed re-certification.
- As long as valid, the holder is licensed to use the following title:

IT Expert FSIE™ Op | Operations

Note: [] denotes optional parts, | separates options.

- As long as valid, the holder is licensed to use 1 of the following alternative titles:



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IT Expert FSIE™ (Service | Application) Management
IT Expert FSIE™ Systems Engineering

The holder can request 1 printed certificate with his chosen alternative title.

For the other language variants refer to D467_DE, D467_FR and D467_IT