CTIA®

CERTIFIED TIA-942 INTERNAL AUDITOR

epi®
Protecting your interests

Introduction

For many organisations across the world ANSI/TIA-942 has become the data centre standard of choice. This trend is increasing. It is imperative for these organisations to verify the correct implementation of the standard through a stringent audit process which is aligned with the ISO guidelines for auditing. This two-day course builds further on the technical understanding of the standard acquired in the CTDC® (Certified TIA-942 Design Consultant) course. It enables participants to develop skills and knowledge to conduct an internal audit program by applying widely recognised audit principles, procedures and techniques which are aligned with the ISO-19011 auditing guideline.

Roadmap

CTEA®
Certified TIA-942 External Auditor

CTIA®
Certified TIA-942 Internal Auditor

CTDC®
Certified TIA-942 Design Consultant

CDCP®
or other approved courses*

*Contact your local partner to check on approved courses

Audience

The primary audiences for this course are senior quality assurance professionals and managers, enterprise managers responsible for governance and risk management, technical experts, project managers and consultants, internal auditors, compliance officers - virtually anybody involved in ANSI/TIA-942 compliance certification-related projects, either from an end-user or vendor perspective.

Prerequisites

Participants must hold a valid CTDC® certificate in order to be able to register for the CTIA® class.

Global Accreditation & Recognition

World-wide accredited by
EXIN

Course Benefits ☑

After completion of the course the participant will be able to:

☑ Prepare the organisation for an audit according to ANSI/TIA-942 including preparation of the required documents, resource planning and management of the audit process itself

☑ Conduct an internal audit according to ANSI/TIA-942 following ISO-19011 guidelines

☑ Facilitate and support the external audit to ANSI/TIA-942

☑ Manage the post-audit process with respect to CAR (Corrective Action Reports), gap closing and final certification

☑ Facilitate surveillance and recertification audits

PROUD TO BE A
TIA®
MEMBER

Course Syllabus 📖

- **Fundamental concepts and process of an internal audit**
  - Terms and definitions
  - Difference between an internal and external auditor
  - Audit principles
  - Auditor competency requirements

- **Managing an audit programme**
  - Establishing the audit objectives
  - Establishing the audit programme

- **Planning the audit**
  - Planning the schedule
  - Resource planning
  - Tools/equipment required
  - Document requirements
    - Design documents
    - Process documents
    - Declarations

- **Conducting the audit**
  - Conducting an opening meeting
  - Conducting the audit
  - Interviews
  - Document review
  - Facility review
  - Typical non-conformities
    - Architectural
    - Electrical
    - Mechanical
    - Telecommunications
  - Preparing the audit conclusions
  - Conducting the closing meeting

- **Preparing and distributing the audit report**
  - Audit report requirements
  - Classification of non-conformities
  - Typical format of an audit report

- **Following up on the audit**
  - The CAR – Corrective Action Report
  - Evaluation of the Corrective Action Report

- **Requesting a formal external audit**

- **Issuing a conformity certificate**
  - Requirements of the certificate
  - Registration of the certificate

- **Surveillance audits**

- **Recertification audits**

- **Exam (Certified TIA-942 Internal Auditor)**

Delivery Structure and Methods

The CTIA® course is lectured by an EPI Certified Instructor using a combination of lectures and question-and-answer sessions to discuss participants' specific needs and challenges experienced in their own data centre environments. Participants are able to tap into the extensive experience of the trainer enabling them to validate and improve their own environments thus adding tremendous business value. The CTIA® course is approximately 80% lecture and 20% hands-on.

CTIA® course is available in the following delivery methods:
- ILT – Instructor Led Training
- VILT – Virtual ILT
- TOD – Training On Demand

The classes are available on public schedule as well as private group training.

Examination

The exam is a 60-minute closed book exam, with 40 multiple-choice questions. The candidate requires a minimum of 32 correct answers to pass the exam.

Certification

Candidates who successfully pass the exam will receive the official 'Certified TIA-942 Internal Auditor' Certificate. The CTIA® certificate is issued for the ANSI/TIA-942 version current at the time, which the candidate tested for. The certificate itself does not expire and stays relevant only for the stated ANSI/TIA-942 version.

Global Accreditation & Recognition

The CTIA® course is accredited by EXIN, which is a global, independent and not-for-profit accreditation and examination provider. EXIN's mission is to improve the quality of the IT and data centre sectors, the proficiency of IT and data centre professionals and the IT users, by means of accreditation of course material as well as independent examination and certification.

The ANSI/TIA-942 Standard was created as a voluntary consensus standard by the TIA TR-42 Engineering Committee.
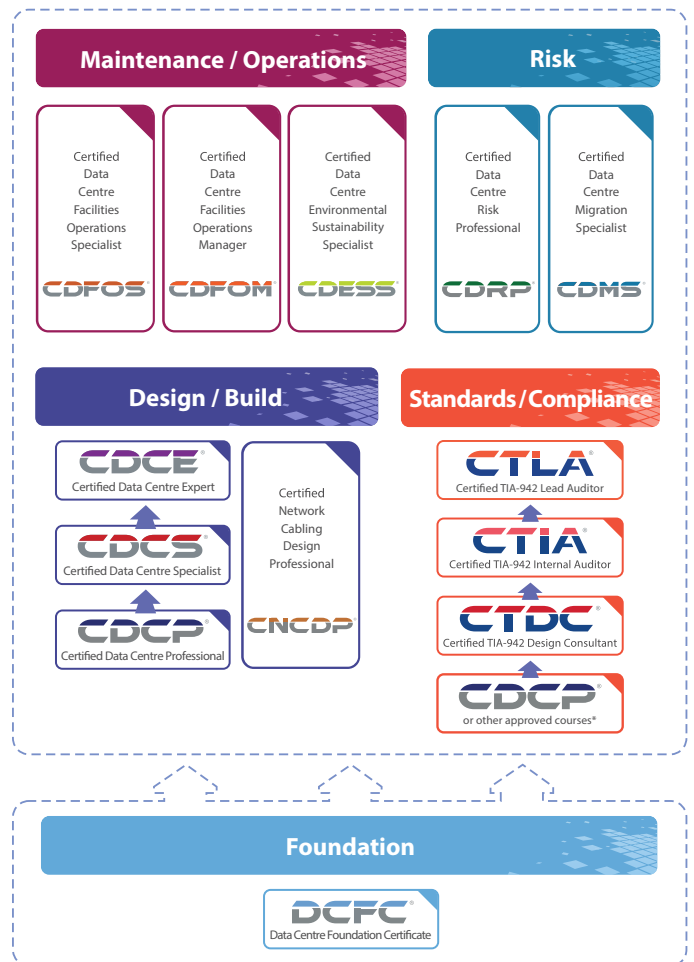
Neither TIA or the committee are in any way responsible for other documents used in this training and certification program.

Course Schedule

Our courses are available in over 60 countries across all continents. For a comprehensive course schedule, visit the EPI corporate website at www.epi-ap.com or contact your local authorised reseller/partner.

EPI Data Centre Training Framework©

The **EPI Data Centre Training Framework**© provides a structured course curriculum for individuals working in and around data centre facilities and data centre operational management. It addresses the various disciplines required to design and manage a high-availability, efficient data centre. EPI's data centre course curriculum is not only the first in the world, it is also by far the largest in the industry. Many companies have specified these courses as prerequisites for their staff working in and around the data centre and use them as part of their career planning initiatives. Recognised globally, these certifications add value to both companies and individuals.

Protecting your interests

The Company

EPI is a data centre specialist company of European origin operating world-wide in over 60 countries through direct operations and a large partner network. EPI offers an extensive range of data centre services on auditing, certification and training. EPI's focus is on mission-critical, high-availability environments. Established in 1987, EPI has developed an international reputation for delivering high quality technical expertise, with flexible and innovative services, techniques and methodologies.

All our services are aimed at helping our customers to:
- Increase **Availability** of their mission-critical infrastructure
- Improve **Efficiency**, **Effectiveness** and **Manageability**
- **Minimise risk** of business interruption

Our Clients share a common need to protect their valuable data, run their mission-critical infrastructure efficiently and to be protected on a 24 x 7 basis. By protecting the interests of our customers, EPI is committed to an intensive program of comprehensive services development backed by engineering and support excellence.

Quality Systems and Procedures have always been at the heart of every stage of our service delivery to ensure consistent and high quality services. We are known for our thoroughness, flexibility and responsiveness. We focus on providing servicess that fit each organisation and each project with a drive to deliver quality on time, every time.

Let us put our expertise to work for you!

Data Centre Services

Audit & Certification
- Data Centre Standards
  - ANSI/TIA-942   - EN 50600
  - DCOS®   - ISO/IEC TS 22237

- Other International Standards
  - ISO 9001   - ISO/IEC 27701
  - ISO 14001   - ISO 37001
  - ISO 14644   - ISO 45001
  - ISO/IEC 20000-1   - ISO 46001
  - ISO 22301   - ISO 50001
  - ISO/IEC 27001   - PCI DSS

- Singapore Standards
  - SS 507   - DTPM
  - SS 564   - CBPR
  - SS 584   - PRP

Professional Training & Certifications
- Data Centre
  DCFC®, CDCP®, CDCS®, CDCE®, CNCDP®
  CDFOS®, CDFOM®, CDESS®, CDRP®, CDMS®,
  CTDC®, CTIA®, CTLA®

- IT
  CITO®, CITM®, CITD®

Non-Certification Training
- Digital Transformation

Frameworks
- IT&DCF® - IT & Data Centre Framework
- DCCF® - Data Centre Competence Framework
- DCTF® - Data Centre Training Framework
- ITTF - IT Training Framework

Standard
- DCOS® - Data Centre Operations Standard

R22-01

Protecting your interests

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Authorised Reseller/Partner:

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