



# Remote IT and Security Management

## CERTIFICATION PROGRAM



### Take Your Business to the Next Level

We understand that it's more challenging than ever to find, retain, and train IT professionals who have the full scope of capabilities that your business needs to be successful in the IT and security management space.

To help build your workforce and ensure that your technicians have the necessary skills to sustain and grow your business, Kaseya has launched the **Remote IT and Security Management (RITSM)** certification program. RITSM Foundations covers all key IT domains, while the Professional certification provides students with hands-on experiences within the IT Complete platform through real-life simulations in demo environments.

This is the ideal program for MSPs to onboard and train entry-level technicians or enhance the knowledge and capabilities of more seasoned professionals.

### Get RITSM certified!

**Level 1 - RITSM Foundations:** This 12-hour introductory course is *free* and designed for those who are new to the IT industry or just starting their careers. Subject matter covers remote IT and security management, backup, endpoint management, security, PSA and documentation, and audit and compliance. RITSM Foundations is available today through [Kaseya University](#).

### Level 2: RITSM Professional

This 40-hour intermediate course is just \$299 and appropriate for those with at least two years of university or real-world IT experience. Subject matter includes business functions, customer service, incident management and IT documentation, remote systems management, business continuity and recovery, security operations and networking operations.

To get started with a RITSM Professional certification, please contact your dedicated Kaseya Account Manager or complete a request via [kaseya.com/ritsm](http://kaseya.com/ritsm)

### RITSM Certified Professional Database

In addition to making the RITSM certification available to Kaseya customers, we have also partnered with colleges and universities to make the program accessible to students and those seeking to learn IT skills. As more people graduate from the program, we will be adding them to a database that Kaseya customers can use to recruit trained talent into their organizations.

Find RITSM-certified professionals who are open to being contacted within [KaseyaOne](#).

## LEVEL 1 RITSM Foundations

### Remote IT and Security Management

- Introduction to the MSP
- Introduction to IT Complete
- Exceptional Customer Service

### Endpoint

- Introduction to Kaseya VSA
- Introduction to Datto RMM

### PSA and Documentation

- Introduction to Kaseya BMS
- Introduction to Autotask PSA
- Introduction to IT Glue

### Final Assessment

The Final Assessment contains 75 questions. You must receive a score of 70% or higher to receive your Certificate of Completion. You are required to complete the assessment in one sitting.

### Backup

- Introduction to Unitrends
- Introduction to Datto Continuity for Microsoft Azure
- Introduction to Datto SaaS Protection

### Security

- Introduction to Datto Cybersecurity Networking
- Introduction to Datto Networking

### Audit and Compliance

- Introduction to RapidFire Tools

## LEVEL 2 RITSM Professional

### The Business of Remote IT and Security Management

- Learn about specialized skills sought when hiring new staff, different responsibilities (by role) at a Managed Service Provider (MSP) to ensure day-to-day functions and workflows, tools from the technology toolkit used to simplify automation, components required when building a service offering, and contribution of the service delivery function to the organization as a whole.

### Excellent Customer Service

- In this course, you'll learn the techniques of effective communication, active listening, and telephone conversations as well as the benefits of continuous product learning, staying informed about industry trends, and employing strategies to support customers.

### Incident Management and IT Documentation

- Learn the basics of how to support an incident management process, identify information detailed in a service request (ticket), distinguish between a service request and an incident, track time entries and charges against a ticket, and more.

### Managing Systems Remotely

- Learn the basics of remote monitoring systems, which help reduce the time spent to resolve issues, assure IT operations stability, and minimize downtime in the real world.

### Business Continuity and Recovery

- Learn all about the world of data backups and the skills needed to perform correct BCDR measures, understand your business needs, and apply a BCDR plan.

### Security Operations

- Identify why small organizations are targeted for cyber-attacks, the common threats to an organization's cyber security, the commonly used security frameworks, and steps and tools to protect, detect, and respond to cyber threats.

### Networking Operations

- This course will provide you with an overview of networking hardware, networking protocols, setting up a secure network with the help of firewalls and network access controls, identifying and diagnosing network issues, and making effective use of network intrusion detection systems.

### Final Assessment

The Final Assessment contains 75 questions. You must receive a score of 70% or higher to receive this certification. You are required to complete the assessment in one sitting.

