EUROPEAN INFORMATION TECHNOLOGIES CERTIFICATION INSTITUTE, ASBL.

Brussels, Belgium, European Union

CERTIFICATE

Patryk Niewiadomski

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

EITC/BI/BASOF Business and administration software fundamentals

Certification Programme examination result: 91.67%

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, authorization and access control systems, 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)

Certificate Programme version/revision: EITC/BI/BASOFv1r1

CERTIFICATE ID: **EITC/BI/BASOF/DBU/13004558**

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