
IT Recruiter's Survival Kit

► **Welcome**

A few words from our Managing Director.

► **IT Glossary for Business Users**

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A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

► **Training Courses**

Our complete range of training courses for recruitment consultants, resourcers, and HR specialists recruiting within the areas of IT, Telecoms and E-commerce.

► **IT Project Lifecycle and IT Roles**

An introduction to an extremely important concept for any recruiter wishing to understand the way in which IT projects evolve, and how this impacts recruitment.

► **The IT Department**

This will help you visualise the structure of a typical IT department and help you understand how the roles fit in.

Welcome

“Nothing endures but change.”

Heraclitus

It's as true today as it was in 460 BC. Market's may rise and fall, economies may pass the mantle of power from one corner of the world to the other. But ultimately the driving force is always there. Change, evolution, succession; call it what you will. And, the most significant force of change affecting economies around the business world today is technology. As an IT recruitment specialist (and I group telecoms, and e-commerce consultants into this) you trade in this commodity. As the source, you are the very nucleus around which this change occurs.

We are now entering an era where mobile phones are morphing into mobile PCs. Business networks are no longer stagnant fixed entities within an organization, but fluid wireless creatures that intelligently hand-shake with mobile devices and other networks. Voice is now chopped into small packets of data that run alongside pieces of email and snippets of web-page over an IT network. As we speak IT Directors and technical architects are facing each other over boardroom tables, pondering over when to make the next big leap, which piece of technology to implement into the next chapter of their IT strategy... who to recruit. And then they pick up the phone, to you.

More than ever before, an IT recruitment consultant is now expected to be a complete business consultant; a true professional who not only understands the essence of the technology being recruited, but someone who can also apply that knowledge to the interviewing and matching process. In short, your clients want to deal with someone who understands what they are communicating, and can bring in the best candidate for the role, immediately. Needless to say, in today's competitive arena, those who deliver get noticed.

Holistica Consulting's aim has always been to bring this level of understanding and credibility to IT recruitment specialists around the UK and the world. Over the last few years it has been my privilege to meet with over 3000 delegates from over 200 companies. The unanimous opinion from attendees is that our advice and training has helped them to become far more credible and fluent within the recruitment process. So we decided to 'wrap' some of that spirit into this gift.

We hope you'll enjoy all that this document has to offer.

Ayub Shaikh
Managing Director

IT Glossary

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A - Please scroll down to the relevant term

.NET	This can be thought of as Microsoft's latest operating system. In actual fact it's more of a strategy to combine all of their existing tools into one very powerful development and operating environment. .NET is also aimed at the seamless integration of networked devices.
1st Line Support	This is the first level of support that you receive after you have spoke to the call-loggers. Ist line support will try and resolve simple problems (usually relating to standard applications) over the phone.
2nd Line Support	This is the second level of support that a customer receives, if 1st line support is unable to resolve the problem. These support analysts will try and resolve more complex issues over the phone such as issues relating to the operating system and the network.
3rd Line Support	This is usually the final level of support offered by an internal IT function, and as such is manned by people who are technically very competent. Often called 'floor-walkers', they offer desk-side support and replace equipment where necessary.
1GL	The first generation of programming language. Machine code or binary falls into this category.
2GL	The second generation of programming lan guage. Assembler is an example of this category.
3GL	The third generation of programming language. All the main back-end programming languages fall into this category including C, C++ and Java.
4GL	The fourth generation of programming language. Mainly dominated by the visual languages such as Visual Basic.
5GL	The fifth generation of programming language. Mainly focuses on AI (see Artificial Intelligence).
802.11b	A radio-based wireless networking protocol. Allows devices to connect over a netwokr without the use of cables.
ABAP	An programming language from SAP for their R3 software.

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ActiveX	A software development kit from Microsoft for the development of Internet applications and content. The concept relies on autonomous programs called 'components' that can link different applications together (even from different vendors) this was previously known as OLE or OCX.
Ada	A high-level computer language. Named after the daughter of Lord Byron who was thought to have helped Babbage build the first computing device.
Adaptable User Interface	A toolkit from Oracle allowing applications to be written to different windowing systems including Macintosh, Windows and the X Window System.
ADSL	(Asymmetric Digital Subscriber Line) is a technology for transmitting digital information over your existing phone line. Unlike a regular phone service, this technology is not charged at per-minute billing as it as an "always on" connection.
Aegis	Part of the GNU software, a CASE tool for project change management.
Agent	A self-contained piece of software designed to help search for information on a network (often used in search engines on the Internet). Also referred to as robots, bots or intelligent agents.
AI	See 'Artificial Intelligence' .
AIX	IBMs version of Unix; stands for Advanced Interactive Xecutive.
Algol	A high-level programming language developed in the 1950s.
Algorithm	A systematic procedure guaranteed to produce a result after a finite number of steps.
Analysis	The part of the software development process concerned with defining the requirements for the product.

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Analyst Programmer	A programmer who interacts with other members of the project team during the development process. They will not be satisfied with a purely coding role.
ANSI	American National Standards Institute, responsible for approving U.S. standards in many areas, including computers and communications.
AnswerGarden	A help desk software package from MIT.
AOCE	Apple Open Collaboration Environment. A set of software for email, directory services etc.
APA	Application Portability Architecture: DEC's plan for portable applications software.
API	Application Program Interface: Built into the source code, it allows application software to speak to other software such as the operating system.
Application Software	Software that we load onto a computer to enable us to carry out various day-to-day tasks (such as writing a letter, emailing, drawing; the application software being MS Word, MS Exchange, and Coreldraw). Also see 'Operating System'.
Applet	Typically written in a language such as Java for execution by a WWW browser. This is a mini-application that can be downloaded from a server and run on its own for a particular purpose.
Apple	Apple Computer Inc. is the company founded by Steve Jobs and produces the Macintosh range of Personal Computers.
Appletalk	The proprietary local area network protocol developed by Apple for their Macintosh range of processors.
APSE	Ada Programming Support Environment.

Arjuna	A distributed computing architecture from the Computing Laboratory, University of Newcastle upon Tyne.
ARPANET	Advanced Research Project Network. The U.S. Department of Defence (DARPA) wide area network and the forerunner of the Internet.. It became operational in 1968.
Artifex	A CASE environment from ARTIS of Turin for the development of large event-driven distributed systems.
Artificial Intelligence	The area of computer science concerned with making computers more effective through replicating human thought, primarily allowing them to make methodical inferences.
AS400	Recently renamed the 'AS/400e' it's a midrange machine from IBM, designed for small businesses and departments in large enterprises.
ASCII	American Standard Code for Information Interchange.
ASIS	Ada Semantic Interface Specification. An interface between an Ada library and any other tool.
ASP	An Active Server Page is a page of HTML code that resides within Microsoft's IIS (Internet Information Server) package. It contains scripts (small programs) that respond to requests from the user (via the web page). ASP can also stand for Application Service Provider which is a company that provides outsourced software services.
Assembler	A very early language, that takes basic instructions for the computer and converts them into binary patterns so that the computer can understand them.
ATM	Asynchronous Transfer Mode is a protocol (network software) that organizes digital data and send it in fixed units across a network. Because of ATM faster network speeds are possible. AUI Adaptable User Interface from Oracle.

B - Please scroll down to the relevant term

Back end	Usually referred to in the context of hardware (in which case it is the server and large powerful computers that reside out of site, such as mainframe), and software (in which case it is the processing and data storage part of the program).
BASIC	Beginners All-purpose Symbolic Instruction Code: a programming language, suitable for simple applications.
BCS	British Computer Society.
Bluetooth	A wireless standard that allows devices to connect together over a network. Now being implemented into mobile phones and laptops.
BMP	Bitmap format (for Windows).
BOOM	Berard Object-Oriented Methodology.
Bourne shell	A common UNIX-based shell scripting language.
BPM	Business Process Modelling.
BPR	Business Process Reengineering.
Bridge	In a network a bridge is a device that connects a local area network (LAN) to another local area network. It is a simple device in that it does not carry out any intelligent decision making processes regarding the data being transported.

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Browser	A tool for navigating around hypertext documents. Common examples being Netscape Navigator and Microsoft Internet Explorer.
BSD	Berkeley Source Distribution: the versions of UNIX developed and distributed by the University of California at Berkeley. Many commercial UNIX implementations such as SunOS and Dynix are derived from it.
BSI	British Standards Institution: a member of ISO.
BSP method	A CASE (Computer Aided Software Engineering) method from IBM .
Business Analyst	A person who gets involved in carrying out the feasibility study for a particular IT product. This happens right at the beginning of the project.
Byte	A data unit of several bits smaller than a computer word: usually 8 bits.
C - Please scroll down to the relevant term	
C	A language developed in conjunction with the UNIX operating system at AT&T Bell Laboratories by D.Ritchie and now an ANSI standard. It has grown popular due to its simplicity, efficiency, and flexibility. C programs are often easily adapted to new environments.
C++	An extension to the C language developed primarily by Bjorn Stroustrup at AT&T Bell Laboratories: it supports object-oriented programming among other enhancements.
Cache	A small bit of computer memory for holding recently-accessed data, designed to speed up further access.
CAD	Computer Aided Design: software involved with the drawing or physical layout steps of engineering design.
CAD/CAM	Computer Aided Design/Computer Aided Manufacturing (see CAD)

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CASE	Computer Aided Software Engineering: a technique for using computers to help with the systematic analysis, design, implementation and maintenance of software. This usually results in a diagrammatic representation of what is required in order to produce the final product.
CASE*Method	An analysis and design method from Oracle, primarily for information management applications.
CASE	tools Computer Aided Software Engineering software tools to help in the application of CASE methods to a software project.
CBT	Computer-Based Training.
CERN	The European Laboratory for Particle Physics. The World Wide Web began here, invented by Englishman Tim Berners-Lee in 1990.
CGI	Common Gateway Interface. A software standard for linking external programs to a web front end.
Checkpoint	A firewall manufacturer to protect networks against unauthorised access. See 'Firewall'.
CICS	Customer Information Control System. Shared operating environment on the IBM mainframe.
CISCO	The most prominent name in Internet 'plumbing'. Their speciality is laying down the physical networking infrastructure for the world's Internet traffic.
Citrix Winframe	A thin-client architecture from Citrix.
CL	See CLOS.
Class library	A library of reusable lumps of software for use with an object-oriented programming system.

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Client	The front-end of a client-server system, where the client calls information and services from a server.
Client-server	An IT 'distributed' architecture in which the processing power and the software is shared between the users machine (client) and the IT department (server).
CLOS	Common Lisp Object System: an object-oriented language derived from Common Lisp.
CLU	An object-oriented programming language developed at MIT.
COBOL	COmmon Business Oriented Language: an old, widely-used programming language for business applications.
CODA	Common object-oriented data-acquisition system.
Code	Instructions given to the computer in a format dictated by the programming language you are using.
COHESION DEC's	Computer Aided Software Engineering environment.
ColdFusion	Coldfusion by Allaire is a set of products for building enterprise web sites. The Coldfusion Studio allows organisations to deploy a complete solution piece by piece, including front-end web interface, input tools (free from HTML programming if necessary) and web-ready database.
COM	Common Object Model. A middleware architecture from DEC and Microsoft.
COMMA	Common Object-oriented Methodology Metamodel Architecture: middleware from OPEN
Compaq	A US manufacturer of IBM PC-compatibles.

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Compression	Data files are often compressed to take up less network bandwidth, memory etc. Many software utilities exist for this.
COOL	A class library for C++ from Texas Instruments.
CORBA	Common Object Request Broker Architecture: middleware architecture from the OMG specification.
COSE	Common Open Software Environment. An initiative by Hewlett-Packard, Sun, IBM, Novell, Univel and SCO to move towards consistency and interoperability between Unix suppliers.
CPU	Central Processing Unit: the chip in your computer which carries out the arithmetic and controls the instruction flow.
CRAY	Cray Research Inc.: manufacturers of a range of large powerful mainframes.
CTI	Computer Telephony Integration. A term that is applied to a new generation of applications which transmit data over a telephone network.
D - Please scroll down to the relevant term	
DARPA	Defence Advanced Research Project Agency of the US Department of Defence: responsible for the development of new technology, including ARPANET (the forerunner of the Internet).
Data	The raw information fed into computers to be processed.
Database	See DBMS
Data dictionary	A set of data descriptions that can be shared by several applications.

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Data Flow Diagram	A graphical representation of how data flows between processes in a system. An important tool of most structured analysis techniques. Often used by System Analysts.
Data Model	A set of data structures with manipulation and validation operators for general purpose usage. Examples are the Entity-Relationship model and NIAM
Data Warehouse	A database of information intended for use as part of a decision support system. The data is typically extracted from a number of different and disparate databases within an organisation.
Datacom	A database system from Computer Associates International.
DB2	A database system from IBM.
DB	Database.
DBA	A Database Administrator.
dBASE III	A database system from Ashton-Tate Corporation.
DBMS	Database management system: a posh term for modern databases. Such systems typically manage large structured sets of persistent data, offering ad hoc query facilities to many users. They are widely used in business applications: commercial examples include Ingres, Oracle, Sybase etc.
DCOM	Distributed Component Object Model Protocol: a middleware architecture supported by Microsoft.
DD	Data Dictionary.

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DDE Manager	An Oracle product that lets Windows applications act as front end tools for Oracle. DDE Manager allows applications like Excel, Word, and Ami Professional to query, update, graph, and report information stored in Oracle.
DDE protocol	Dynamic Data Exchange: a Microsoft protocol that allows Windows applications to communicate using a client/server model.
DEC	Digital Equipment Corporation. Now owned by Compaq, they are famous for building midrange computers, and are now addressing the needs of the Internet age. They also created the Alta Vista search engine which set the standard for future web-based search engines.
DECdesign	A software analysis and design tool from DEC supporting several methodologies.
DECnet	The network marketed by DEC to connect its computers together.
DECstation	A range of workstations manufactured by DEC.
DECwindows	DEC's windowing environment based on the X Window System.
Delphi	An object-oriented development language from Borland.
Design	Design is usually considered to be the phase of software development following analysis, and concerned with how the problem is to be solved.
Desktop manager	A user interface, usually icon and menu based like Windows Desktop or the Macintosh Finder, enabling the user to run applications and use a filing system without directly using the command language of the operating system.
Development	The process of analysis, design, coding and testing software.
DFD	Data Flow Diagram.

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DGL	Data Generation Language: a tool for generating test data for hardware or software systems.
DG-UX	The Unix offering from Data General.
DHCP	Dynamic Host Configuration Protocol is often the protocol used by network administrators, because it allows them to manage and automate IP addresses in a companies network.
DMS	Document Management System.
DNS	Domain Name System. An on-line distributed database system used to map machine names into IP addresses. A DNS server keeps track of users' machines including names, nicknames, and IP addresses. This allows us to send emails to me@holistica.co.uk rather than typing in the actual name of the Holistica mail server i.e. IP address 131.204.2.14.
DOC	Distributed Object Computing.
Domain name	The human-readable name assigned by the DNS to a particular IP address.
Domino	The flagship groupware product from Lotus. It's the latest incarnation of their Notes product, and allows a company's workers to communicate, share information and applications across geographical locations.
DSDM	Dynamic Systems Development Method. A non-proprietary Rapid Application Development methodology.
DSP	Digital Signal Processing.
DSS	Decision Support Systems.
Software	Tools to help with management tasks.

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DTP	Desktop publishing.
Dumb	Terminal The old front-end machine given to users to enable them to tap into the powerful processing machine in the IT department. They were called dumb because they had no processing power of their own.
Dylan	An object-oriented dynamic language.
Dynix	The Unix offering from Sequent.

E - Please scroll down to the relevant term

E-business	What a Yorkshire-man shopkeeper would say when the bell rings and customers walk in (pronounced 'Eeeee -business!'). Also, the term for any online commerce related activity.
E-mail	See Electronic mail.
EC	Electronic Commerce. Managing business transactions using networking and electronic means.
EDH	Electronic Document Handling (at CERN).
EDI	Electronic Data Interchange: The forerunner of the Ecommerce concept. Using a dedicated set of standards for exchanging orders and other business transactions by electronic mail.
EIS	Executive Information System. Applications to analyse trends and information from within large data samples. Often used in data warehousing.
Electronic Mail	A system allowing computer users to exchange messages via a network.

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- Encapsulation** One of the key attributes of an object-oriented programming language (the others being polymorphism and inheritance). In simple terms, this is the technique of keeping together data properties, and the procedures that relate to them.
- Entity-Relationship diagram** A diagram which results from a data modelling process.
- Epoc** The operating system developed by Psion for its palm-top devices.
- ERP** Enterprise Resource Planning. This is an approach created by SAP, and looks at the infrastructure problems of a company as an enterprise-wide issue rather than pockets of individual disassociated problems.
- Ethernet** A 10-megabit/second LAN protocol developed by Xerox and now widely adopted.
- Eudora** An e-mail package for the Macintosh and Windows. Eudora is a 'POPmail' client and its use requires that you have access to a host machine acting as a POPmail server (such as the IT Sun server, mallard).
- Extensible database** A DBMS that allows access to data from remote sources as if it were part of the database.

F - Please scroll down to the relevant term

- FDDI** Fibre Distributed Data Interface: A protocol for fibre optic networks, able to send data at a 100 megabits/second.
- FEA** Finite Element Analysis. An approach often used in engineering to assess how a structure responds to stress.

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Firewall	A security system to protect a networked server or computer from intentional or accidental damage or unauthorized access; implemented by either hardware (a dedicated gateway machine) or software (defensive coding).
Floppy Drive	The 3.5inch diskette used for storing data from your PC.
Forte	A visual development environment.
FORTRAN	FORMula TRANslating system: a programming language widely used for many years in scientific applications.
Fourth generation language	Languages that are used to develop front-end GUI interfaces (usually Linked to back-end databases) are categorized as 4th generation. They often come with a drag-and-drop interface so that the programmer is not starting from basic line commands. This allows users inexperienced in programming to develop GUI and database applications.
Frame	Relay A protocol for networks that allows us to send data in varying sized packets (known as frames).
FTP	File Transfer Protocol (based on TCP/IP). Also the name of a utility program available on several operating systems to access and transfer files on remote computers.
Fuzzy logic	An alternative to traditional logic where truth values range between 0.0 and 1.0, with 0.0 representing NO and 1.0 representing YES.

G - Please scroll down to the relevant term

Gateway	A hardware device that is placed at the entry point of networks to prevent unauthorised access.
GIF	Graphics Interchange Format: a standard for digitised pictures.

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GNU	GNU 's Not UNIX: a popular range of portable software from FSF, upwardly compatible with UNIX.
Green Screen	See Dumb Terminals.
Groupware	Applications that allow users to communicate via email, share information and applications across geographical locations within their organisation.
GroupWise	An e-mail/office management package that includes mail, calendaring, scheduling, and workflow services. GroupWise requires a Novell file server and allows clients from DOS, Windows, Unix, and Mac to interact.
GUI	Graphical User Interface. What you see on the screen when you interact with a windows-type of interface.
GUIDE	Graphical User Interface Development Environment from Sun.
H - Please scroll down to the relevant term	
Hardware	Monitors, keyboards, PCs, mainframes are all examples of hardware. This is the physical, tangible part of any IT system.
Hewlett-Packard	A manufacturer of workstations, electronic instrumentation and test equipment etc.
Holistica	The complete training solution for Technical Recruiters.
Home Page	The starting point for a WWW session. Many system administrators set up 'home pages' which are the default page shown when a user begins a session. These pages usually have a lot of options and menu items.
HOOD	Hierarchical Object Oriented Design: a method for Architectural Design primarily for software to be developed in Ada.

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HotJava	A WWW browser from Sun based on the Java language.
HP-UX	The version of UNIX running on Hewlett-Packard workstations.
HP	Hewlett-Packard.
HTML	HyperText Markup Language. The language that allows basic text to be published onto web-pages.
HTTP	HyperText Transfer Protocol. The protocol used between web clients and web servers on the Internet.
Hub	A device used in networks to divert data from one area to another. Acts as a complex switching system.
Hypertext	Electronic text often relayed over the Internet; you are reading hypertext now over the WWW.

I - Please scroll down to the relevant term

IBM	International Business Machines. Known in the industry as 'Big Blue'.
IE	Internet Explorer. Microsoft's browser for viewing HTML pages
IIS	Internet Information Server. An architecture from Microsoft that enables you to set up an Ecommerce infrastructure for your organisation.
Implementation	The phase within the development lifecycle (or Waterfall Model) during which the product is actually put together, and usually follows the 'Design' stage. In the case of a software product, this is the stage at which actual coding takes place.
IMS	Information Management System: a database system from IBM.

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Inference	The logical process by which new facts are derived from known facts. This process is instrumental in the operation of Artificial Intelligence systems.
Inference engine	A program that infers facts from a set of knowledge or inputs.
Informix	A relational DBMS vendor.
INGRES	A relational DBMS vendor.
Inheritance	An object-oriented programming term. In simple terms, the ability to derive new object characteristics and properties from existing objects. In true terms it is more complex than this, and hard-core OO programmers will refer to 'instance variables and methods' to explain this term.
INTERLINK	A commercial product comprising hardware and software for file transfer between IBM and VAX computers.
Internet	A network of thousands of networks and millions of computers. It is a loosely-organized international collaboration of autonomous, interconnected networks. Information transfer takes place through voluntary adherence to the standard open protocol TCP/IP.
Internet2	A high-speed national computer network to connect member institutions. I-2 will be used for advanced research and educational applications; commodity Internet traffic will be disallowed. Members wishing to join must consult the I-2/UCAID consortium.
Internet Address	A thirty-two-bit number that uniquely identifies an Internet host. It is usually represented as four 8-bit numbers separated by dots e.g. 128.121.4.5. It consists of a network number and a host number, and can be subdivided in several ways.
Internet Explorer	A World Wide Web browser. Internet Explorer provides a graphic interface to the World Wide Web.

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Intranet	An internal network operating in the same way as the Internet, but restricted to within the organisation. It uses the same protocols and interfaces as the WWW.
IP address	Internet Protocol address. The location of a particular connection to the Internet, expressed as four series of digits separated by dots. A computer connection registered with the DNS has a domain name associated with its IP address.
Iris	An object-oriented DBMS.
IRIX	A Unix flavour.
ISDN	Integrated Services Digital Network: a set of standards to support many types of signal traffic (speech, data, video), eventually intended to replace current telephone systems. The Basic rate is 64 kbits/sec.
ISO	International Organisation for Standardisation.
ISP	Internet Service Provider. A company which offers online connectivity, for such services as e-mail, ftp, telnet, news, and Web browsing and publishing.
IT	Information Technology.
J - Please scroll down to the relevant term	
Jackson method	A methodology for software analysis, design and programming.
JANET	The Joint Academic NETwork which links U.K. academic and research institutes.

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Java	An Object-Oriented language developed by Sun, now widely used for Internet applications. Java, unlike JavaScript, is a complex, platform-independent programming language with built-in security and network communications capabilities which requires fairly extensive programming expertise to master. Java programs, or applets, can be launched from a Web browser, or run on a Web server, or may operate independently from the Web. Java is also increasingly being used for application programs, such as word processors, spreadsheets, and database front-ends.
JavaScript	JavaScript, unlike Java, is a simple scripting language from Netscape that allows web developers to easily add such interactive features as input checking, personalization, current date and time, and other special effects to their Web pages. JavaScript requires no development tools, can be combined with HTML and is interpreted (processed) directly by the browser without burdening the resources of the server.
JPEG	JPEG stands for Joint Photographic Experts Group, the original name of the committee that wrote the standard. JPEG is designed for compressing either full-colour or grey-scale digital pictures.
jpg	See JPEG.
K	- Please scroll down to the relevant term
KERMIT	A protocol for file transfer. Mainly used for transfers to and from PC's.
kernel	The essential part of UNIX or other operating systems, responsible for resource allocation etc.
KISS	Keep It Simple Stupid. A homespun design philosophy.
Knowledge Engineering	The acquisition of knowledge from a human expert or similar source and its coding in an expert system.
Korn	A shell scripting language.

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LAN	See Local area network.
Legacy	Legacy system is a term used to describe old software systems still in use but which could benefit from re-engineering using more modern methods.
Life-Cycle	The software life-cycle consists of phases: requirements analysis, design, construction, testing and maintenance. The development process tends to run iteratively through these phases rather than linearly; several models (spiral, waterfall etc) have been proposed to describe this process.
Linux	A flavour of UNIX written from scratch without any proprietary code by Linus Torvalds. It was then made available over the Internet for free. Today, it is seen as a major contender against the Microsoft Windows based operating systems.
LISP	A List Processing Language suitable for symbolic and logical programming.
Local Area Network	Usually abbreviated to LAN: a communications network which is geographically limited (typically to a 1 km. radius) allowing easy interconnection of terminals, microprocessors and computers within adjacent buildings.
Lotus	The company that makes the Notes software (see 'Domino')

M - Please scroll down to the relevant term

MACAnalyst	An analysis CASE tool for the Mac from Excel Software Inc.
MACDesigner	A design CASE tool for the Mac from Excel Software Inc.

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Macintosh	A range of personal computers manufactured by Apple Computer Inc.
Macro	A small program which is embedded within an application to allow much-used repeatable functions to be easily executed.
Mainframe	The first type of computing architecture (often referred to as 'Centralised' because all the processing was done in one place). IBM invented the concept.
Maintenance	An important part of the software life-cycle. Maintenance is expensive in manpower and resources, and software engineering techniques aim to reduce its cost.
Meta-CASE tool	A term sometimes used for software packages (like TBK or VSF) which allow users to develop or customise their own CASE tools.
Meta-search engine	A search engine that refers to other engines for its search results.
Metadata	Data about data. This is going to be an increasingly important science as the Internet grows and merchants start to analyse data from their customers.
Methodology	A set of procedures documented to achieve a set objective. In IT this applies to ways of carrying out phases of software engineering, such as analysis and design.
MHEG	Multimedia Hypermedia Experts Group of ISO that generates standards for digital video transfer over the Internet.
Microsoft	The world's largest vendor of application software for personal computers and similar platforms.
MIDI	Musical Instrument Digital Interface. A standard for storing digital music.
MIME	Multimedia Internet Mail Extensions. A method of processing multi-part, multimedia messages on the Internet.

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MIS	Management Information Systems.
MIT	Massachusetts Institute of Technology.
Modem	A device that converts digital signals to analogue and back again. It allows your telephone network to transport all of the digital signals coming out of your PC.
MPEG	Moving Pictures Experts Group of ISO that generates standards for digital video (sequences of images in time) and audio compression.
MS-DOS	An operating system developed by Microsoft Corporation for computers using the Intel 16 and 32-bit family of processors.
MS Windows 2000	Microsoft's latest version of Windows NT. This is their enterprise-wide network operating system.
MS Windows CE	Microsoft's windows-based operating system for hand-held and other portable devices.
MS Windows Terminal Server	Microsoft's thin client offering (see Thin Client).
MVS	An operating system used by IBM.
N - Please scroll down to the relevant term	
NC	See Thin Client.
NDS	Novell Directory Services is thought to be the standard bearer for any type of software used to manage users on a network. An administrator would use NDS to control access to databases and other applications. It can be installed to run on other systems besides Novell, such as Windows NT or Solaris.

[Main Contents and Glossary Index](#)

Netbeui	NetBIOS Extended User Interface is the new version of NetBIOS which is a program that allows computers to communicate efficiently within a local area network.
Netscape Navigator	A World Wide Web browser. Netscape provides a graphic interface to the World Wide Web and is available for free over the Internet.
Netware	Novell's operating system for medium to large scale enterprise networks. At one time it dominated this sector of the market, but it now has strong competition from Microsoft Windows NT (2000).
Networked Computer	See Thin Client.
Neural Network	Neural Networks are man-made computing devices modelled after their biological counterparts. Animal brains are examples of biological neural networks. The features which distinguish artificial neural networks from traditional.
Novell	A proprietary LAN network protocol developed by Novell Netware for the interconnection of PCs over Ethernet.
Newsgroup	An online forum for discussion of related topics, accessible by a newsreader. Some newsgroups allow postings or messages from anyone, while others are moderated (postings are screened).
O - Please scroll down to the relevant term	
OAK	An early name for Java.
Object-oriented database	A system offering DBMS facilities in an object-oriented environment.
Object-oriented programming	see object-oriented.

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Object-oriented	The philosophy of using reusable lumps of code (objects) to develop a software application, rather than starting the development from scratch. This process often involves employing object libraries of ready-made code. MS Visual C++ is an object oriented language, it comes with its own library of objects (MS foundation classes).
OCR	Optical Character Recognition: recognition of printed or written characters by computer.
ODBC	Open Database Connectivity is an open standard (not controlled by one single vendor) and a method of connecting a number of different databases (from different vendors), so that they can link up and share data with each other.
OLAP	Online Analytical Processing are software tools that allows the user to extract data and view it from a number of different viewpoints. It is very often used in 'data mining'; the process of extracting complex data and analysing inherent trends.
OLE	Object Linking and Embedding. From Microsoft. Allowing different applications to link and share data.
OLTP	On-Line Transaction Processing: the processing of transactions by computers in real time.
OMG	Object Management Group: a consortium aimed at setting standards in object-oriented programming and Middleware.
OMT	Object Modelling Technique. An object-oriented methodology.
OMTool	A graphical tool from General Electric Advanced Concepts Centre for design and analysis of systems with the OMT methodology with some C++/SQL code generation.
OO	See Object-oriented.
OOA	Object-oriented Analysis.

[Main Contents and Glossary Index](#)

OOD	Object-oriented Design.
OODBMS	Object-oriented database management system.
OODL	Object-oriented Dynamic Language.
OOP	Object-oriented programming.
Open Desktop	A UNIX environment from SCO. (part of the ACE initiative).
Operating System	Software that prepares the hardware so that it is ready to accept the application software which we load on. Without an operating system, the hardware would not be usable.
Oracle	The biggest database vendor in the world. They also get involved in the ERP market.
OS/400	The operating system for the AS400 machine.
Oracle*CASE	A set of CASE tools from Oracle.
Oracle	The biggest vendor of database management systems: also their relational DBMS.
OS/2	An operating system from IBM and Microsoft for the PS/2 range of microcomputers.
OSI	Open Systems Interconnection: a seven-layer reference model for showing how interconnected computers talk to each other over a network.

P - Please scroll down to the relevant term

Pascal	A programming language designed by N.Wirth for teaching purposes, emphasising structured programming constructs
PCL	Printer Control Language (from Hewlett Packard).
PDF	Portable Document Format from Adobe Systems.
Perl	Practical Extraction and Report Language. A scripting language for scanning text files, extracting information, and printing reports. Much used by UNIX administrators on mainframes but now seem increasingly in a web environment with CGI scripting.
PGP	Pretty Good Privacy. A set of encryption tools for electronic mail.
Pick	A robust database that is used within small to large enterprise situations.
Platform	Strictly speaking, the term 'platform' is the combination of hardware and operating system. So your "platform" might be 'Windows on PC'.
Polymorphism	One of the key concepts of the object-oriented philosophy. In simple terms it is used to describe variables which may refer to different objects at the same time. For example, the variable 'myHome' could refer to an object of class 'Bungalow' or 'Maisonette'. Think of this as 'flexibility of objects' within an OO language.
POPmail	Post Office Protocol mail. POPmail is a client/server e-mail package. The POPmail client allows you to read email on your local machine, but in order to receive e-mail you must have a user ID on a host machine that is acting as a POPmail server. An example is the e-mail package Eudora.
POSIX	Portable Operating System Interface for computer environments. A set of standards designed to provide an environment for application portability (as an alternative to the UNIX environment).
PPP	Point to Point Protocol.

[Main Contents and Glossary Index](#)

Project Assurance	The process of specifying the support system: techniques, internal standards, measurements, tools, and training for a project; counselling the project team in the application of these elements and monitoring the adherence to the standards.
Project Management	The process of planning, organizing, staffing, directing, and controlling the production of a system. Software tools are available to help with this (i.e. Gantt Charts).
Project planning	See Project management.
Prometheus	A high-level programming language designed for logic, mathematics, and artificial intelligence. It contains elements from C, Pascal, LISP and Prolog.
Protocol	An agreement about how to transmit data, especially across networks. Protocols are established standards such as TCP/IP, ISDN, and Ethernet. They are implemented into the IT system through the loaded network software.
Prototyping	The creation of a model and the simulation of all aspects of a product. CASE tools support different degrees of prototyping. Some offer the end-user the ability to review all aspects of the user interface and the structure of documentation and reports before code is generated.
PSP	Personal Software Process. Methods to improve the quality of work of individual software engineers.
Q - Please scroll down to the relevant term	
QA	Quality Assurance.
QAM	Quality Assurance Management.
QOS	Quality Of Service.

[Main Contents and Glossary Index](#)

Query language A language such as SQL whereby users of a database system can interactively formulate requests, generate reports etc.

R - Please scroll down to the relevant term

RAD Rapid Application Development. Often applied to tools such as Microsoft Visual Basic, Borland Delphi, Oracle Power Objects.

RAID Redundant Array of Inexpensive Disks. A data storage technique.

RDBMS Relational database management system.

Real-time Generally used to describe systems that must guarantee a response to an external event within a given time. Often used in military-related software where applications must respond very swiftly.

Relational database See Relational DBMS.

Relational DBMS A DBMS based on the relational model developed by Codd. In this model all data has a relationship with all other data and can be searched as such. In such a database, the data and relations between them are organised in tables. INGRES and Oracle are well-known examples.

Remedy A software for Helpdesks, it allows Helpdesk managers to monitor number of calls, natures of problems, problem resolution rate etc.

Remote Access The ability to login from outside the physical site of a network and access its resources as if from on-site.

REXX A scripting language developed by IBM, originally designed for ease of learning and use and to make programming accessible to non-programmers.

[Main Contents and Glossary Index](#)

Requirements	The first stage of software development should be to define requirements with the potential users. In modern methods these requirements should be testable, and will usually be traceable in later development stages.
Reusability	The possibility of using code developed for one application in another application: traditionally achieved using program libraries. Object-oriented programming offers the potential for greater reusability of code via its techniques of inheritance.
Robot	See Agent.
Router	A hardware device on networks that carries out intelligent routing of data.
RSVP	Rapid System Virtual Prototyping.
RTF	Rich Text Format.
S - Please scroll down to the relevant term	
SA	Structured Analysis.
SADT	Structured Analysis and Design Technique.
SAP	The company that started the ERP (Enterprise Resource Planning) concept.
SASD	Structured Analysis, Structured Design.
SCO	The Santa Cruz Operation, a leading supplier of UNIX systems for systems based on Intel microprocessors. Suppliers of Xenix and Open Desktop.

[Main Contents and Glossary Index](#)

Script	A small program embedded within larger programs or applications. In general, script languages are faster to code in than other languages such as Java or C++. This makes them ideal for smaller programs of limited capability.
SCSI	Small Computer Systems Interface.
SDE	Software Development Environment: equivalent to SEE.
SE	Software Engineering, the methods used in developing software.
SEA	Security Extension Architecture for the World-Wide Web.
Server	A computer which, by means of network connections, carries out parts of a computing task on behalf of one or more remote (client) computers.
SGI	Silicon Graphics Incorporated, manufacturer of graphical workstations and software.
SGML	Standard Generalised Markup Language (ISO 8879). A generic mark-up language for representing documents.
Shell Script	A program written to be interpreted by the shell of an operating system, especially UNIX.
Shell	The outer part of an operating system, especially UNIX, which provides the user interface, as opposed to the kernel which provides the basic services to processes. The commonest UNIX shells are the c shell (csh) and the Bourne shell (sh).
Smalltalk	An object-oriented programming language developed at the Xerox Palo Alto research centre.
SMTP	Simple Mail Transfer Protocol. A set of rules defining the details needed for e-mail servers around the world to communicate with each other.

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Sniff	A C++/C programming environment providing browsing, cross-referencing, design visualization, documentation, and editing support. Developed by UBS Switzerland.
Software Metrics	Measures of software quality which indicate the complexity, understandability, testability, description and intricacy of code.
Solaris	The Unix from Sun.
SOM	System Object Model. An implementation of CORBA by IBM.
Spam	Unwanted or 'junk' e-mail messages, usually in large quantities. Often spamming is done deliberately, but it can be accidental. The most common source of accidental spamming reported to helpdesks is clicking the 'Reply All' button in the email software.
Sparcstation	A family of workstations from Sun.
Spreadsheet	A type of application which manipulates data in rows and columns of cells. The value in a cell is calculated by a formula which can involve other cells. Popular in commercial applications.
Spring	A distributed object-oriented operating system from Sun.
SQL/DS	A database package from IBM including a relational DBMS.
SQL2	An extended version of the SQL standard.
SQL	Structured Query Language: Allows users at the front end to query a relational database management system.
SSADM	Structure Systems Analysis and Design Methodology: a software engineering method and toolset required by some UK government agencies.

Standards	Although boring, standards are necessary for interworking, portability and reusability. They may be de facto standards for various communities, or officially recognised national or international standards. Some important bodies concerned in one way or another with Software standards are ISO, BS, and ANSI.
State transition diagram	A diagram consisting of circles to represent states and directed line segments to represent transitions between the states. One or more actions may be associated with each transition.
STD	State Transition Diagram.
STL	Standard Template Library for C++.
Structured analysis	One of a number of requirements analysis methods used in software engineering.
Structured design	One of a number of systematic top-down design techniques used in software engineering, usually after structured analysis.
Sun	Sun Microsystems, manufacture hardware and also invented the Java programming language.
SunOS	The version of UNIX running on Sun workstations.
SunView	A windowing system from Sun Microsystems, superseded by NeWS.
Sybase	A relational DBMS vendor.

T - Please scroll down to the relevant term

Tandem	Manufacturer of hardware.
TAPI	Telephony Application Programming Interface. A CTI standard from Microsoft and Intel.
TCP/IP	A reliable connection-oriented protocol originated by DARPA for internetworking, encompassing both network and transport level protocols. The prominent protocol on the Internet.
Telnet	The Internet standard protocol for remote terminal connection service, running over TCP/IP. Telnet allows a user to log onto a remote host computer.
Terminal Emulation	Software and settings that allow your PC to mimic a computer terminal when communicating with a host machine.
Testing	The process of exercising a product to identify differences between expected and actual results and performance. Carried out by a UAT tester or White box tester.
Thin Client	In a client-server architecture, the 'thin-ness' of a client (the user machine) is dictated by the amount of processing and storage on the client machine. A totally thin client would have no hard-disk and would rely completely on the server for all processing.
Token ring	A computer network protocol in which conflicts in the transmission of messages are avoided by the granting of 'tokens' which give permission to send. A station keeps the token while transmitting a message, if it has a message to transmit, and then passes it on to the next station.

[Main Contents and Glossary Index](#)**U** - Please scroll down to the relevant term

Ultrix	A version of UNIX based on the Berkeley version, designed and implemented by DEC to run on their VAX and DECstation series of processors.
UML	Unified Modelling Language from Rational encompassing the object-oriented analysis and design methodologies of Booch, Rumbaugh, and Jacobson.
UNIX	Computer operating system developed by Bell Labs. Since it was written in C, it was possible to port it to run on different hardware architectures (an Open system). This meant that you could port applications from one UNIX based system to another.
URL	Uniform (previously Universal) Resource Locator. The electronic address for an information source on the Internet, such as an ftp site, gopher server, or Web page. For example, the URL for the Holistica home page is http://www.holistica.co.uk .
Usenet	The practice of using computer networks to exchange items of information grouped into 'newsgroups. by topic.

V - Please scroll down to the relevant term

VAX DOCUMENT	A document preparation system from DEC.
VAX/VMS	see VMS.
VAX	A range computers manufactured by DEC.
VB	See Visual Basic.
VB Script	A scripting language based on VB. This is Microsoft's answer to Netscape's JavaScript, and it is commonly used for writing small robust programs for web applications. See 'Script'.

[Main Contents and Glossary Index](#)

Visual Basic	A programming language and development environment for Windows from Microsoft. A fourth generation language.
Visual C++	Microsoft's programming language to design graphical user interfaces.
Visual Interdev	Microsoft's web development environment for building complex, data-driven web-sites. This is a more sophisticated and developer-oriented application than MS FrontPage, which was essentially aimed at non-developers who want to create simple web sites.
Visual Studio	The Microsoft family of software that is oriented towards designing front-end GUI interfaces. It includes VB and VJ++.
VMS	The operating system offered by DEC as the standard system for their VAX range of processors.
VPN	Virtual Private Network. A computer network that appears to be a dedicated network to a particular set of users, whilst in fact using the infrastructure of public switched networks.
VRML	Virtual Reality Modelling Language. Often used on web sites which require the customer to look around a product or location. i.e. Some estate agents have used VRML to enable surfers to "walk around" the inside of the house through the browser.

W - Please scroll down to the relevant term

W3	See WWW.
W3C	The World Wide Web Consortium. A consortium originally set-up to monitor WWW activity.
WAN	Wide Area Network.

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Waterfall Model Another term for the software development life-cycle model. It describes the phases of the typical software development project. The stages within the Waterfall model are Feasibility, Analysis, Design, Implementation, Delivery and Maintenance.

WIMP Windows, Icons, Menus and Pointers (or maybe Windows, Icons, Mouse, Pull-down menus). The style of user interface made popular by the Apple Macintosh and now available in other GUIs, such as OSF/Motif and NeWS.

Windows A window system and user interface software from Microsoft for MS-DOS.

Word Another term for "MS Word for Windows", the word processor program from Microsoft.

WWW World-Wide Web: a project originated at CERN, which is now the fundamental platform for global Ecommerce.

WYSIWYG What You See Is What You Get: word processors display on screen exactly the same format that will be printed.

X - Please scroll down to the relevant term

X Window System A device-independent windows system developed by MIT.

X.25 A networking protocol approved by the ISO.

X.400 A networking protocol covering mail services provided by data networks.

X.500 The set of standards covering electronic mail directory services.

Xanadu An electronic publishing project from Ted Nelson, the inventor of the term 'hypertext'.

[Main Contents and Glossary Index](#)

XENIX UNIX offering from SCO.

XML Extensible Markup Language. An important member of the Mark-up Language family because it allows data to be presented at a more abstract level. It may become the de facto language to present web sites for viewing over PC, TV, mobile phone etc.

Y - Please scroll down to the relevant term

Yourdon A structured Methodology.

Ymodem A protocol for modems that uses larger data blocks for increased speed and efficiency.

You The one person we are constantly thinking about.

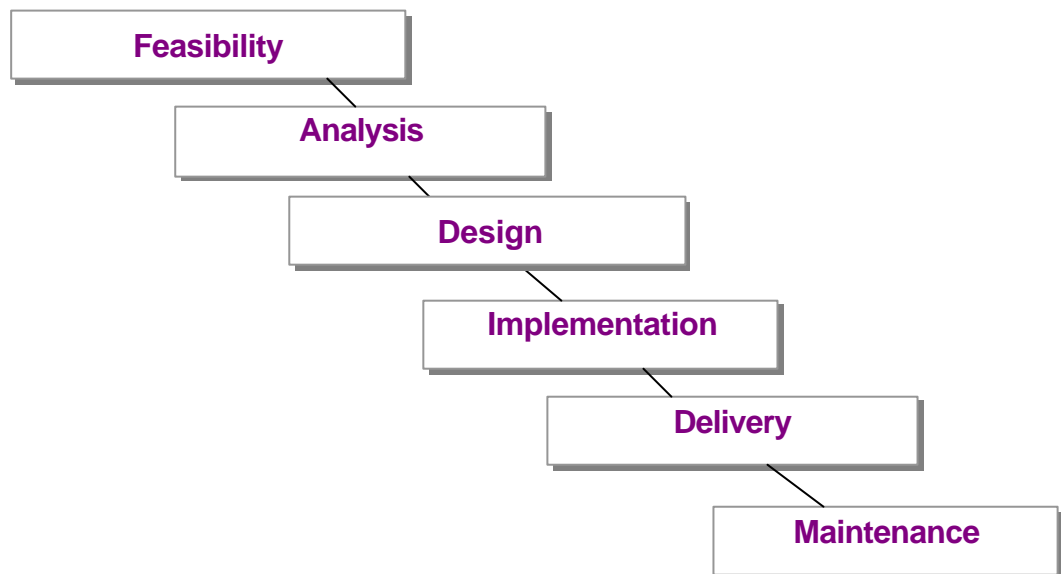
Z - Please scroll down to the relevant term

Zope Z Object Publishing Environment. This is free software from the Open Group, and it promotes itself as 'object publishing software'. Its main attributes are that in a web environment, users requesting data via ZOPE are drawing on real-time live objects. It positions itself as a competitor to applications like Coldfusion, which it claims are only serving up files that may or may not be accurate bits of data at any point in time.

The IT Project Lifecycle and Associated Roles

An Introduction

Here's an essential piece of knowledge for anybody involved in IT recruitment. Whether you're recruiting Business Analysts, developers or IT Directors; you need to be comfortable with the fundamental concept of the IT project lifecycle. So what is it? Well essentially, it's a model that represents the 'thought processes' which your clients go through as they try and develop that new bit of software or IT system. So it's very important and widely used, but the interesting thing for you is that it also has a huge bearing on the way your clients recruit. Also known as the 'Waterfall model', it goes like this:



Ok, that's the boring techie version. But what does it actually mean to you as an IT recruiter. Plenty. Let's go through each phase and explain how it impacts on the recruitment process.

Stage 1: Feasibility.

Before anything else an IT Director needs to be assured that there is actually a *need* for this new system or software product. Will the returns be worth the investment? Should we really go ahead with this project? There is specific person who is hired to carry out a study on how feasible this project is. That person is a **Business Analyst (BA)**,

and they execute the first phase by asking end-users how they would benefit from this new proposed system.

Stage 2: Analysis.

Once we know that we can go ahead with the project we need to hire a Project Manager to manage the whole rollout. We then need to define (in broad terms) a solution that could be implemented. This is carried out by a **Systems Analyst (SA)**. The SA defines the problem in slightly more technical terms than the BA, but they leave the true design work to the person who dominates the next stage.

Stage 3: Design.

This is the clever, creative part of the project; and is best left to someone who has a thorough grasp of a range of technologies. Someone with the experience and wisdom to make the critical decisions in terms of implementing the technology needed to achieve the desired result. The **Technical Architect (TA)** is the brains behind the design process.

Stage 4: Implementation.

Once we have a design, we can get the 'brickies' of the IT trade to put the product together. Of course we're referring to **Programmers (Analyst Programmers, developers etc.)**. They're fluent in the use of software languages, and they work in teams that systematically mesh the code together to bring the product to life.

Stage 5: Delivery:

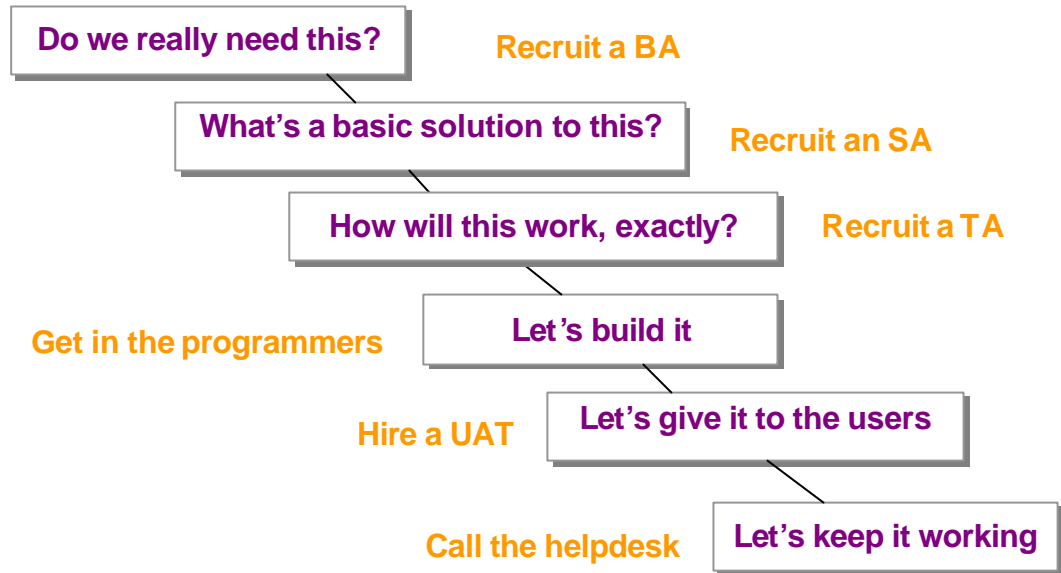
It's rollout time! After some initial time with white box testers (testing before the rollout), we pass the product onto **User Acceptance Testers (UAT)** and then on to the users themselves.

Stage 6: Maintenance.

And finally, the ongoing stage of maintenance. Here we are given support by the **IT department**, the **helpdesk** and **administrators**. They ensure that bugs are fixed, and new versions are implemented.

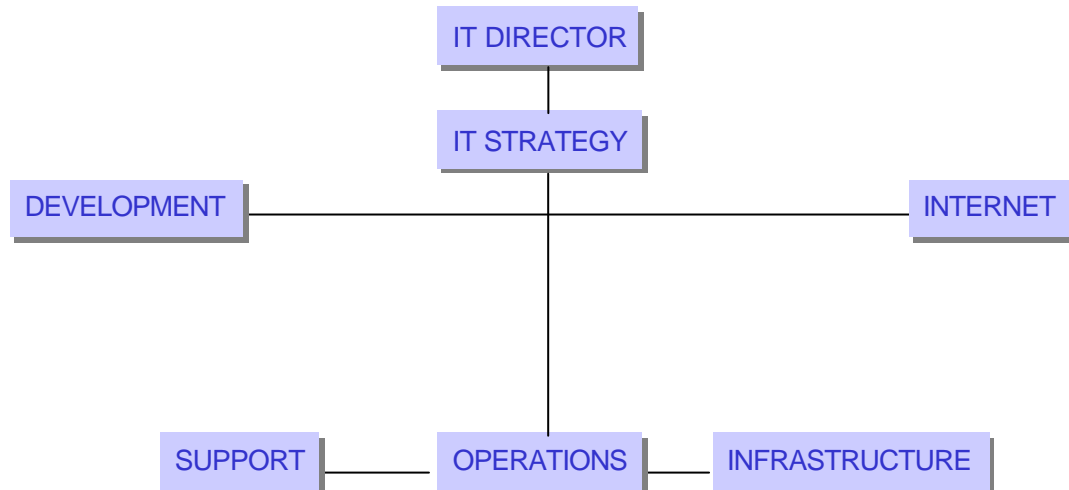
So in conclusion, another way to look at the development lifecycle would be as shown overleaf.

The Recruiter's Project Lifecycle



Now that you know how the project lifecycle works, take a look at the next chapter to see how the the entire IT department is structured and how the remaining roles fit in.

Structure of the IT Department



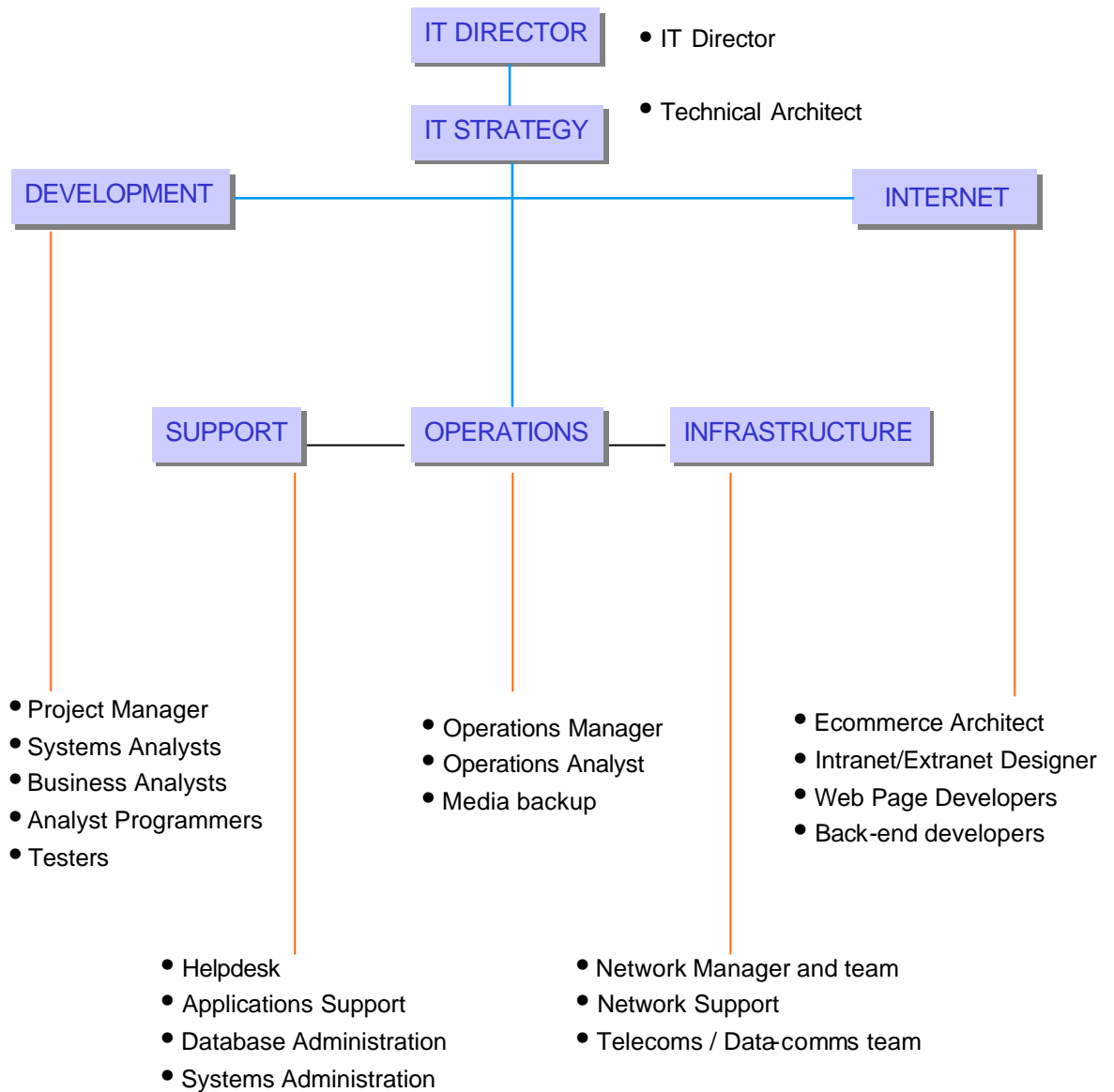
What we've illustrated above is a fictional IT department. 'Fictional' simply because most of your clients may have implemented a structure that varies slightly from this format. However, it is useful to remember the above as a basic conceptual model to hook IT roles onto.

If you are about to embark on a telephone fact-finding campaign about your client then this is probably a good starting point.

Overleaf we expand each of these sections and outline the titles that are found residing within.

Remember, if you want to find out much more about these roles; what their duties consist of, the questions you need to ask at interviews, what to look out for on their CV's etc. Then do take a look at our course, the [Recruiter's Guide to IT Roles](#).

Structure of the IT Department



That's it. We hope that helps!

Training Directory

**A Range of Training Courses for
Recruitment Consultants and HR
Professionals involved in IT, Telecoms
& Internet Recruitment**

Expand the **Course Titles** bookmark on the left, or
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About Us

"Outstanding! Content superb. Delivery unmatched! Patient, thorough, clearly delivered with good examples and great sense of humour. Hugely relevant to recruitment. This training should be mandatory."

Senior Consultant, Hotlinks International

The Holistica Training Methodology

The entire Holistica training portfolio is designed with the technical recruitment specialist in mind. Our training delivers a unique blend of recruitment skills training, technology awareness, and pure passion. Our training methodology at Holistica is based around the involvement of the delegate.

Designed and delivered by trainers who were themselves technical recruiters, all of the courses are designed to be informative, motivational tools for recruitment consultants during their interaction with either client or candidate.

Our courses will enhance the effectiveness of the delegates by

- Teaching them the fundamentals of the terminology and jargon they see on CVs (in plain English!)
- Giving them recruitment-based exercises throughout the course
- Giving them strategic questioning skills to get the most out of conversations with clients and candidates
- Committing them to positive action when they get back to their place of work

Course Title:**The Recruiter's Guide to IT Fundamentals**

Understand the Terminology and Concepts within IT Recruitment

Overview and Objectives:

This is an invaluable day of training for any IT recruitment specialist wishing to understand the fundamentals of IT. With plenty of knowledge transfer, interaction and exercises to get to the heart of your client's recruitment process - this course will give all recruitment specialists:

- An overview of how the IT phenomenon has evolved
- An understanding of the various technologies and terms they need to be aware of within 'core' IT
- An understanding of the newly-emerging technologies that will impact clients and candidates
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plans to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"Totally relevant to my job. I'll use this information every day. I can't think of any way to improve this training - praise indeed! Thanks!"

Senior Consultant. Elgin Scott

The Recruiter's Guide to IT Fundamentals

Format:

This is a one day course. You can attend this course either at one of our public events or we can arrange delivery on-site at your premises.

Course overview:

The Need For IT

- Defining an IT System
- Benefits of an IT system
- Areas of IT applications

Evolution of IT

- From mainframe to PC
- Notable dates in IT
- Advent of Client-server architecture
- Thin and Fat clients
- The future of IT architecture
- Mobile clients
- Using what you've learned with clients and candidates

IT Systems Fundamentals

- Three tier IT model
- Understanding operating systems
- Unix - From AT&T to Linux
- The Microsoft family
- The Open - Closed paradigm
- Using what you've learned with clients and candidates

An Introduction to Software Development

- The structure of Application Software
- Categorising languages
- The Waterfall Model (IT Project Lifecycle)
- RAD
- The Front End - The world of the user
- GUI
- Front-end languages
- Back-end languages (Including an insight into Java)
- Introduction to ERP
- Using what you've learned with clients and candidates

Course overview continued on next page

Course overview continued from previous page :

Infrastructure - The network connection

- Network fundamentals
- Topologies and Protocols
- Networking devices
- LANs, WANs, and more.

The Internet E-commerce / M-commerce

- Introduction to the Internet
- The future of E-commerce

Putting it all together. The people you recruit:

- The IT Department
- The Management
- The Support Team
- The Development Team
- The Internet Team

Questions to ask Clients and Candidates

Certification and Accreditations

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. Go back to main Contents page →

"Absolutely Fabulous! Its been extremely helpful. Roll on the next Holistica training course!"

Consultant, Jonathan Wren

Course Title:**The Recruiter's Guide to IT Roles**

Understand the attributes of the key roles within the IT Department

Overview and Objectives:

This is an invaluable day of training for any IT recruitment specialist wishing to understand the roles that exist within IT and how they inter-relate. With plenty of knowledge transfer, interaction and exercises to get to the heart of your client's recruitment process - this course will give all recruitment specialists:

- A complete overview of the IT department
- An understanding of why the various roles exist and how they inter-relate
- An appreciation of the IT Project lifecycle and the recruitment issues your clients face
- The ability to handle objections from both clients and candidates
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plans to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"Very Well Presented, well controlled, and honest. I and the team found this course cemented and hugely enhanced our understanding and should help springboard the consultants to greater success."

Division Manager, Parker Bridge

The Recruiter's Guide to IT Roles

Format:

This is a one day course. You can attend this course either at one of our public events or we can arrange delivery on-site at your premises.

Course overview:

Defining an IT Department

- The Evolution of the IT Department
- The Changing Responsibilities of the IT Department
- The threat from Application Service Providers

Introducing the IT Project

- The Waterfall Model
- The sequence of events
- Other approaches: RAD

Senior Management and IT Strategy

The functions, attributes and skill-sets associated with

- Project Manager
 - Methodologies
 - The components of PRINCE
 - The tools used
- Technical Architect
 - Systems Integration
 - Middleware
 - CORBA, COM, DCOM
- IT Manager
 - IT Director

Questions to ask Clients and Candidates

Course overview continued on next page

Course overview continued from previous page :

The Development Team

The functions, attributes and skill-sets associated with

- Business Analyst
- Systems Analyst
CASE tools
- Programmer /Analyst Programmer
Languages 1-5GL
Front and Back-end development
- Database developer
- Tester
- Questions to ask Clients and Candidates

The Support Team

The functions, attributes and skill-sets associated with

- Database Administrator
- Systems Administrator
- Helpdesk Analyst
- Operator
- Questions to ask Clients and Candidates

The Network Team

The functions, attributes and skill-sets associated with

- Network Architect
Topologies
Design criterion
- Network Engineer
Questions to ask Clients and Candidates

The Data-comms Team

- Comms Engineer
Introduction to Data-comms protocols
- Telecoms Infrastructure Architect

The Internet Team

- E-commerce Architect
- Web Developers

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. Go back to main Contents page [➔](#)

Course Title:**The Recruiter's Guide to Advanced IT Concepts**

Understand the leading edge IT technologies affecting your clients

Overview and Objectives:

This is an invaluable day of training for any IT recruitment consultant wishing to understand the more advanced concepts within IT. This course is a must for any recruitment specialist who has had over a years experience in the industry, or who has attended our IT Fundamentals course. With plenty of knowledge transfer, interaction and exercises to get to the heart of your client's recruitment process - this course will give recruitment consultants and resourcers:

- An overview of the build-up to these topical IT concepts
- An understanding of the various technologies and terms they need to be aware of.
- An understanding of the newly-emerging technologies that will impact clients and candidates
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plan to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"Great overall course - material, speed and communication - has given me more confidence when speaking to candidates."

Consultant, GSA Consulting

The Recruiter's Guide to Advanced IT Concepts

Format:

This is a one day course. You can attend this course either at one of our public events or we can arrange delivery on-site at your premises.

Course overview:

Client-Server Architecture - The Next Generation

- Client-server architecture overview
- Thin and Fat client server architectures
- Mobile Thin clients
- The Mobile/PDA architecture
- Real-time/ embedded development
- Mobile operating systems
- The Players

Java and Object Orientated Programming

- Fundamentals of Java
- Applets, Servlets, EJB, JVM,
- J2EE and JavaSwing
- Java in an Object Oriented environment
- Other OO Languages
- OO fundamentals
- Inheritance, Polymorphism, Encapsulation
- OO Methodologies
- OO in the working environment

Fundamentals of .NET

- Overview
- Background of Windows versus Open Systems
- Strategic positioning of .NET
- Sun's rebuttal

Questions to ask Clients and Candidates

[Course overview continued on next page](#)

Course continued from previous page :

Wireless Networking Protocols

Overview
 Background of current wireless standards
 Bluetooth, 802.11b
 Corporate and domestic concepts
 Microsoft's Mira concept
 Other players

Questions to ask Clients and Candidates

Advanced Database concepts

Database overview
 Basic terminology
 The roles: DBA and developer
 Proprietary database tools
 Object Oriented Databases
 Data Warehousing
 Overview
 Tools and concepts
 The Players

Questions to ask Clients and Candidates

CRM, ERP and EAI

Concepts overview
 Basic terminology
 Overview
 Tools and concepts
 The Players

Questions to ask Clients and Candidates

The Telecoms-IT Convergence Revolution

From 1st to 4th Generation Telecoms
 Telecoms/IT Convergence
 The battle for bandwidth
 Applications and devices
 Bluetooth enabled
 The Desktop killers

Questions to ask Clients and Candidates

Market Overview

The trends to watch
 The companies
 IT Issues today

Questions to ask Clients and Candidates

Delivery contents and sequence may vary at the trainer's discretion.

End of course outline. [Go back to main Contents page](#) ➔

Course Title:**The Recruiter's Guide to SAP and ERP Specialists***Understand the Terminology and Concepts within SAP Recruitment***Overview and Objectives:**

This is an invaluable day of training for any IT specialist wishing to understand the important concepts relating to Enterprise Resource Planning concepts, with specific reference to SAP recruitment. With plenty of knowledge transfer, interaction and exercises to get to the heart of your client's recruitment process - this course will give recruitment consultants and resourcers the confidence and credibility they need for successful recruitment in this area.

- An overview of the build-up to ERP
- An understanding of the various technologies and terms they need to be aware of.
- An understanding of the newly-emerging technologies that will impact clients and candidates
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plan to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

The Recruiter's Guide to SAP and ERP Specialists

Format:

This is a half-day course which is currently only available for delivery on-site at your premises.

Course overview:

Overview of SAP

Background
SAP worldwide

An overview of Software Architecture

The three-tier structure of a application software
Generation of Languages
From bespoke to ERP

Understanding SAP within the context of ERP

The fundamentals of Enterprise Resource Planning
ERP scenarios in the real world
Role of an SAP Consultant
The roll-out stages of a typical ERP project
Other ERP players

The SAP Product range

Tools and concepts including:

MySAP.com
SAP CEL, SAP RBE
R/2, R/3 fundamentals
ABAP/4
SAPtronic
InterSAP, SAPoffice, SAPscript
Others

SAP in industry sectors and processes

Hi-tech, Pharmaceutical
HR, CRM, E-Procurement

Questions to ask Clients and Candidates

Certification and Accreditations

Delivery contents and sequence may vary at the trainer's discretion.

[End of course outline. Go back to main Contents page](#) ↗

Course Title:

The Recruiter's Guide to Software Developers

Understand the Technology, the Market, and the People

Overview and Objectives:

Software Development is a complex area to recruit for if you don't have a sound understanding of the terminology and jargon used by the programming fraternity. This course will give all recruitment specialists

- An excellent understanding of the various concepts within software development including front/back-end programming and object orientation
- A full understanding of how the programmer gets involved within the development life cycle
- An understanding of why the various language-roles exist and how they inter-relate
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plans to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"Absolutely Fabulous! Its been extremely helpful. Roll on the next Holistica training course!"

Consultant, Jonathan Wren

The Recruiter's Guide to Software Developers

Format:

This is a one day course. You can attend this course either at one of our public events or we can arrange delivery on-site at your premises.

Course overview:

The Need for Developers

- Development environments
- Different sectors with different needs

Defining a Software Application

- The Three-tier IT System
- Understanding Application Software
- Understanding Systems Software

Approaches to Development

- Waterfall Model (Project Lifecycle)
- The sequence of events
- The roles as they appear
- Appearance of the developer
- Strengths and weaknesses of this approach
- The RAD approach
- Understanding the need
- The sectors that use this
- The JAD team
- Strengths and weaknesses of this approach
- DSDM
- Understanding the issues
- Spiral
- Understanding the issues

The Key Roles within development

The functions, attributes and skill-sets associated with

- Project Manager
 - Planning a development project
 - The components of PRINCE
- Technical Architect
 - Middleware
 - CORBA, COM, DCOM

Course overview continued on next page

Course overview continued from previous page :

The Key Roles within development

The functions, attributes and skill-sets associated with

- Business Analyst
- Systems Analyst
CASE tools
- Programmer /Analyst Programmer
Front and Back-end development
- Database developer
- Tester

Defining Development Languages

- 1-5 GL
- Front end languages
- Back end languages
- Real-time embedded development

Object Oriented Programming

- Object Oriented concepts
- Java as the Case study
- Why your clients need Java developers
- The magic of Java
- Applets, servlets, beans and more

Real-time embedded Programming

- Real-time concepts
- Real-time case-studies
- The players

Program Development

- Stages of development
- Flow Charts
- Structure Diagrams
- Testing

Program Development

- Stages of development
- Flow Charts
- Structure Diagrams
- Testing

Understanding Development Methodologies

- SSADM
- Structured techniques

Course overview continued from previous page :

Web Development

- Front and back end development
- The tools and languages used
- An e-commerce infrastructure

Certification and Accreditations

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. [Go back to main Contents page](#) ➔

Course Title:**The Recruiter's Guide to Software Testers**

Understand the Technology, the Market, and the People

Overview and Objectives:

Software testing is a complex area to recruit for if you don't have a sound understanding of the terminology, jargon and tools as seen on CVs and job specifications. This course will give recruitment consultants and resourcers:

- An excellent understanding of the various concepts within software testing including clarification on over 150 vendor driven tools
- A full understanding of how the tester gets involved within the software development life-cycle
- An understanding of the testing methodologies and approaches
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plan to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"Completely relevant to my role as a consultant, will make me far more confident with clients and candidates!"

Consultant, DP Connect

The Recruiter's Guide to Software Testers

Format:

This is a one day course. You can attend this course either at one of our public events or we can arrange delivery on-site at your premises.

Course overview:

What is Testing?

- Understanding the need for testing
- Testing versus QA
- Economics of testing

Overview of IT Systems Fundamentals

- Testing across the 3-tier model
- Testing systems software
- Testing application software

Testing within different development environments

- Testing within the Project Lifecycle
- Testers view of the Waterfall model
- Testing within RAD environments
- Introduction to prototyping

Testing Fundamentals

- Understand the basic testing terms
- White box
- Glass box
- Black box
- UAT
- Alpha / Beta
- Systems

Testing Application Software

- Understanding the structure of software
- Overview of languages
- Testing the front end
- Testing the back end
- Testing DBA

- Questions to ask Clients and Candidates

Course overview continued on next page

Course overview continued from previous page:

Testing Java-based Systems

- Attributes of Java
- Testing tools for Java

Questions to ask Clients and Candidates

Testing Tools

- Manual test tools
- Automated test tools
- Test design tools
- Load and Performance tools
- GUI test drivers
- Static tools
- Defect tracking tools
- Over 150 examples for CV references

Testing Web-based systems

- Overview of web-based infrastructure
- Load and performance testing
- Link checkers
- HTML validators
- Security testing

Questions to ask Clients and Candidates

Certification and Accreditations

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. Go back to main Contents page [➔](#)

Course Title:**The Recruiter's Guide to Database Specialists**

Understand the Technology, the Market, and the People

Overview and Objectives:

Database and data warehousing technologies are rapidly becoming instrumental to all sectors in today's information-rich environment. Whether you are recruiting for Oracle, Ingress, Sybase or even Access skills; the database arena is going to get more competitive with a greater demand for leading edge skills. This course will give recruitment consultants and resourcers:

- A sound understanding of the concepts and jargon associated both databases and data warehousing technologies
- An appreciation of who the key players are
- An understanding of database related roles and your functions
- An understanding of why the various roles exist and how they inter-relate
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plans to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

*"Explained everything in an understandable and approachable way.
Extremely useful for my role"*

Resourcer, Harvey Nash plc

The Recruiter's Guide to Database Specialists

Format:

This is currently a one-day course which is only delivered on-site at your premises.

Course overview:

- **Defining the Technology**
The RDBMS concept
Data Organization
- **Database Models**
Hierarchical
Relational
- **Data Design Techniques**
Data Modeling
- **Data Warehousing**
Principals defined
Key technologies
Key players

The people you recruit and where they fit in:

- **Database Administrators**
Sybase DBA
Oracle DBA
SQL Server DBA
CV analysis
- **DB Developers**
Sybase developer
Oracle developer
SQL Server developer
CV analysis

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. [Go back to main Contents page](#) ➔

Course Title:**The Recruiter's Guide to Helpdesk & IT Support Specialists**

Understand the Technology, the Market, and the People

Overview and Objectives:

IT support will remain a critical and ongoing function within any large organisation, even as IT architecture evolves away from the PC. Whether you are recruiting 1st line support operatives or System Administrators, there is information here to maximise your chances of success.

This course will give all recruitment specialists:

- An excellent understanding of the various support related roles and your functions
- A grounding in the specific technologies that helpdesk operatives and Support specialists will be aware of
- An understanding of why the various roles exist and how they inter-relate
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plan to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"Very informative, cleared up a number of issues I never knew before. As always, very helpful and easy to understand"

Consultant, Vadis People

The Recruiter's Guide to Helpdesk & IT Support Specialists

Format:

This is currently a one-day course which is only delivered on-site at your premises.

Course overview:

- **Defining Support**
Areas of Support
- **Support terminology and technology**
Areas of Support
- **Operations and Support Roles**
Areas of responsibility
Salary Survey
Sample Job specifications
- **DBA**
Terms used
Tools used
- **Systems Administrator**
Terms used
Tools used
- **Operator and Media Backup**
- **Helpdesk**
Call Loggers
1st Line
2nd Line
3rd Line
- **Support Software and Industry players**
The key players
Helpdesk Software
The move to CRM

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. [Go back to main Contents page](#) ➔

Course Title:**The Recruiter's Guide to Networking Specialists**

Understand the Technology, the Market, and the People

Overview and Objectives:

Networking underpins the IT infrastructure of an organisation, and has its own array of jargon and phraseology. Recruiters within this area have to work with CVs overflowing with acronyms and terminology. This course will give recruitment consultants and resourcers

- An excellent understanding of the various concepts within networking such as the common protocols and topologies
- A plain English introduction to the concept of the OSI seven layer model and how it forms the cornerstone of networking architecture.
- An in-depth look at the various networking roles and associated functions
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plan to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"An entertaining and enlightening experience, gave me a greater insight into the bigger networking picture"

Consultant, Networkers International

The Recruiter's Guide to Networking Specialists

Format:

This is currently a one-day course which is only delivered on-site at your premises.

Course overview:

- **Defining Networking Infrastructure**
- **Geographical Layouts**
LAN, WAN, CAN and more
- **Topologies**
Star, Ring, Bus, and more
- **Topologies**
Star, Ring, Bus, and more
- **Devices within Networks**
Routers, Hubs, Switches, Gateways
- **An introduction to Protocols**
Token Ring, Ethernet, TCP/IP, and more
- **Cabling Medium**
CAT, Fiber, Wireless, Bluetooth and 4G
- **Topologies**
Star, Ring, Bus, and more

The people you recruit and where they fit in:

- **Network Administrator**
Tools used
Role Function
- **Network Architect**
Role Function
- **Network Security roles**
Firewalls
Gateways

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. [Go back to main Contents page](#) ➔

Course Title:**The Recruiter's Guide to Evolving IT Trends**

Understand how the IT market is changing and which technologies to watch

Overview and Objectives:

Today's IT market is an ever-changing landscape, with new technologies and players emerging everyday. As a recruitment specialist you will need to have a keen awareness of the way in which your clients' recruiting needs are evolving. This **half-day course** will give all recruitment specialists:

- A strategic understanding of important new trends within IT
- An appreciation of the key players within IT and the important new technologies
- An awareness of the issues your clients are currently facing when deciding upon an IT system, and how this impacts recruitment strategy
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plan to take back after the course and implement in live field conditions

The detailed course overview follows overleaf.

"Excellent expressions and body language. A great training style. Knows how to put it across in the right way. Very good explanations and visual examples"

Consultant, Glotel IT

The Recruiter's Guide to Evolving IT Trends

Format:

This is currently a half-day course which is delivered both on-site and at our public venue.

Course overview:

Note : This course is redesigned continuously to ensure that on the day of the event only current and topical issues will be brought into play in the following areas:

- **The Technologies making the Headlines**
Market movers and shakers
What this means to your clients
How this affects recruitment
- **The Changing Market**
Market movers and shakers
What this means to your clients
How this affects recruitment
- **The Technologies To Watch**
Significant technologies
What this means to your clients
How this affects recruitment strategy
- **Mergers and Acquisitions**
- **Reasons for a phone call**
- **10 Strategic Questions to ask your clients**
Quizzes, CV exercises and discussion throughout the day.
Content and sequence may vary slightly at the trainer's discretion.

End of course outline. [Go back to main Contents page](#) ➔

"Excellent - Brought the topic to life for all of our consultants"
Director, Computer Connect

Course Title:**The Recruiter's Guide to Telecoms Fundamentals**

Understand the Technology, the Market, and the People

Overview and Objectives:

Telecoms is one of the most significant industry sectors in the world today. As a recruiter within telecoms you are dealing with a technology area that is evolving faster than any other, and resourcing for skills that are more in demand than ever before. We are now entering an era of 'convergence' where Telecoms, IT and Mobile Internet will merge to redefine both our business and social landscape. This is an invaluable day of training for any recruitment specialist involved in the area of Telecoms. With plenty of knowledge transfer, interaction and exercises to get to the heart of your client's recruitment process - this course will give all recruitment specialists:

- An overview of how the communications phenomenon has evolved
- An understanding of the various technologies and terms they need to be aware of within 'core' telecoms
- An understanding of the newly-emerging technologies that will impact your clients and candidates
- An awareness of the Telecoms market and who the key players are
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plan to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"Well thought out, bringing together fundamental basics and future technologies."

Senior Consultant, IT Contacts

The Recruiter's Guide to Telecoms Fundamentals

Format:

This is a one day course. You can attend this course either at one of our public events or we can arrange delivery on-site at your premises.

Course overview:

- **Telecoms Defined**
An overview of the industry
- **Evolution of Telecoms**
A brief history
The telecoms scene today
- **Anatomy of a Call**
The Telephone
The Signal
- **Analogue versus Digital**
Analogue : In theory and practice
Digital : In theory and practice
- **Voice and Data**
An Overview
Introduction to Convergence
- **Cabling Options**
Physical (CAT and Fiber)
Wireless
- **Evolution of Telecoms - How we got to 3G**
1st, 2nd, 3rd and 4th Generation Telecoms
- **Telecoms Concepts: Public Networks**
Defining a Public Network
Anatomy of a Public Network
Associated Technologies

Course overview continued on next page

Course overview continued from previous page:

- **Key Players**
 - Carriers
 - Resellers
- **Telecoms Concepts: Private Networks**
 - Defining a Private Network
 - Anatomy of a Private Network
 - Associated Technologies
 - Protocols
 - Applications
 - Key Players
- **An Introduction to Mobile Telecoms**
 - Mobile telecoms infrastructure
 - Mobile technologies
- **An Introduction to Next Generation Telecoms**
- **The telecoms technologies to watch out for**
- **The people you recruit and where they fit in:**
 - The Telecoms Department
 - Sample CVs

Questions to ask candidates and clients

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. [Go back to main Contents page](#) →

"It was great to have someone who knew so much yet imparted it an easy and clear way. Excellent!"

Consultant, Rullion Computer Personnel

Course Title:

The Recruiter's Guide to the Next Telecoms Market

Understand how the Telecoms market is changing and which technologies to watch

Overview and Objectives:

Telecoms is one of the most significant industry sectors in the world today. As a recruiter within telecoms you are dealing with a technology area that is evolving faster than any other, and resourcing for skills that are more in demand than ever before.

If you want to get an understanding of the more complex technologies and issues that exist within telecoms then this is the course for you.

We strongly recommend that the basic Recruiter's Guide to Telecoms course is attended prior to booking onto this course.

The detailed course overview follows overleaf.

The Recruiter's Guide to the Next Telecoms Market

Format:

This is a one day course. You can attend this course either at one of our public events or we can arrange delivery on-site at your premises.

Course overview:

- **An overview of Networking**
 - Basic Terminology
 - LAN, WAN, CANs
 - Topologies
- **Network Devices**
 - Routers
 - Hubs
 - Switches
 - Gateways
 - Firewalls
 - Administration tools
- **Intro to Data-comms: The OSI Model**
 - The OSI model explained
- **Data-comms: Multiplexing Technology**
 - FDM
 - TDM
 - WDM
 - DWDM
 - Applications
- **Data-comms: Advanced Protocols**
 - ATM
 - ISDN
 - The DSL family
 - Ethernet
 - SONET

Course overview continued on next page

Course overview continued from previous page :

- **Advanced Technologies**
Fixed Wireless Access
- **Billing Systems**
Introduction to Billing Systems
- **Advanced Technologies**
From GPRS to 3G
- **The Way forward**
Into the future : PDA meets mobile phone
- **Open Forum**
Questions to ask candidates and clients

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. Go back to main Contents page →

"11 out of 10! The trainer was passionate and infectious in his enthusiasm!"

Consultant, Fasit Consultancy

Course Title:

The Recruiter's Guide to Internet, New-media and E-business concepts

Understand the Technology, the Market, and the People

Overview and Objectives:

The Internet is permeating your client's business model faster than the speed of thought. As a recruiter within Internet technologies you are the necessary life-blood for this new infrastructure. Be it the take up of Java, or the emergence of M-commerce; you need to be aware of the important issues and technologies that will impact your client's recruitment process. This is an invaluable day of training for any recruitment specialist involved in e-commerce or New Media recruitment. With plenty of knowledge transfer, interaction and exercises to get to the heart of your client's recruitment process - this course will give all recruitment specialists:

- An overview of how the Internet and e-commerce phenomenon has evolved
- An understanding of the various technologies and terms that you need to be aware of
- An understanding of the newly-emerging technologies that will impact your clients and candidates
- An awareness of the E-commerce market and who the key players are
- Key questioning and interviewing skills to maximise interaction with both clients and candidates
- Their own personal action plan to take back after the course and implement in live field conditions.

The detailed course overview follows overleaf.

"An extremely enthusiastic and lively trainer with real knowledge. Set with the right tone and the right speed. Very good for its delivery and overall picture of the e-commerce environment"

Sales Manager E-commerce, Hays IT.

The Recruiter's Guide to Internet, New-media and E-business concepts

Format:

This is a one day course. You can attend this course either at one of our public events or we can arrange delivery on-site at your premises.

Course overview:

- **Creating the E-commerce Front End**
Understanding the market
FE Development technologies and issues
- **The Mark-up Family**
HTML, DHTML, VRML
The Magic of XML
Functionality
Questions for clients and candidates
- **The Scripting Languages**
What scripts do
Javascript, VBScript
Functionality
Questions for clients and candidates
- **Video – Ericsson – Web Applications in a 3G world.**
- **Creating the M-commerce Front End**
Understanding the Issues
WAP, WML
WAP Functionality
Questions for clients and candidates
- **Creating the E-commerce Back End**
Defining the back end
The Back-end languages
The 3GLs
- **The Magic of Java**
JVM, JDK, Applets and Servlets, OO

Course overview continued on next page

Course overview continued from previous page:

- **The Web Server**
Web server software
Questions to ask clients and candidates
- **Connecting Front to Back**
The technology
Middleware, CORBA, EJB, COM
CGI, Active Server Pages, Coldfusion
Questions to ask candidates and clients
- **Intro to Mobile Commerce**
1st-3rd Generation
GPRS, UMTS
PDAs and the handheld web client
- **The People you recruit and where they fit in:**
The Designers
The Support Team
The Security Team
Questions to ask candidates and clients

• **Key Players**
Content Providers
Technology leaders

Certification and Accreditations

Quizzes, CV exercises and discussion throughout the day.

Content and sequence may vary slightly at the trainer's discretion.

End of course outline. Go back to main Contents page ➔

Course Title:**Effective Recruitment Skills**

Overview and Objectives:

All of our training courses are designed with recruitment specialists in mind. Our standard technology awareness courses are geared towards increasing performance through greater understanding, but we also are able to offer training geared specifically towards enhancing key recruitment skills. These are in the form of modules which may be delivered as a one-day course or included in your bespoke training course. These include:

- Attitude preparation
- Positive Visualisation
- Importance of Research
- Making the Call
- CV Mirroring techniques
- Setting Objectives
- Advanced Sales Techniques
- Overview of Negotiation skills
- Taking a fill-able Job Specification
- Controlling the Client
- Controlling the Candidate
- Handling Objections
- Sealing the Deal

Soft Skills Training

In 2002 we are also introducing our new range of soft skills training courses. To find out more about the following courses please call our offices for a current course outline. Our contact details are at the end of this brochure.

- **Team Building**

This workshop is designed to identify what people need to form an effective team and to understand what a team leader needs to do to build and manage effective teams. This includes sessions such as Practicing teamwork skills, Team roles, Stages in a team's evolution, Team characteristics, Building your working team.

- **Team Motivation Skills**

This workshop is designed to help managers discover what motivates them and what motivates the teams they run. It will help explore your role as a motivator rather than de-motivator, and set up an action plan with goals for improving your performance as a motivator in the work place. This includes sessions such as Your motivation, Supervisory motivation, Motivation versus morale, Techniques for motivation, Motivation strategy and action planning.

- **Practical Time Management**

This workshop is designed to carry out a systematic review of your use of time, and to provide some practical tools to improve your self management. This includes sessions such as Analysis of time management, Time wasting factors, Time logs, Delegation skills, Action plan for self-improvement.

- **Presentation Skills**

This workshop is designed to increase the impact and effectiveness of those wishing to give presentations as a part of their business function. This includes sessions such as Creative thinking, Constructing the presentation, Preparation and review, Delivery skills, Use of presentation aids.

Our Clients

Below is a snapshot of our growing list of clients:

Abbeywood International	Interactors Management
Abraxas	Internet Jobshop
Amtec	IT Contacts
Attwood Steward	IT Human Resources plc
Associates	IT Recruitment Network
Benchmark IT	Jonathan Wren
Best IT	Lets Place IT
Bishop Cavanagh	Levy Associates
Calibre IT	Lorien
Comparex Services	MGM International
Computer Connect	Microscape
Conos Resource	Millenium Recruitment
Consult RS	Modis International
Corolis Recruitment	Net2S
Crossways Search and Selection	Networkers International
CyberCV	Novakom
DP Connect	Parker Bridge
Elgin Scott	PCR IT
Fastnet	Reed IT
Fibewire Recruitment	Resource Matters
Glotel	Review Computer Recruitment
GSA	Rullion
Ideas Group	Stevens and Ross
INS Group	Symbiont
Harvey Nash	Synergy.Com
Hays IT	Triage Consulting
Hotlinks International	Thinking Recruitment
Inst of Credit Management	TMP Worldwide
Insource Recruitment	Unisys
	Vadis People

"Pitched at just the right level, very well researched in subject matter. Has given me a far greater understanding of the market to enable me to develop the business."

Director of Operations, Reed Technology

Contact Us

Telephone: 020 8279 5350

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Email: info@holistica.co.uk

Other Links

Web Site: www.holistica.co.uk