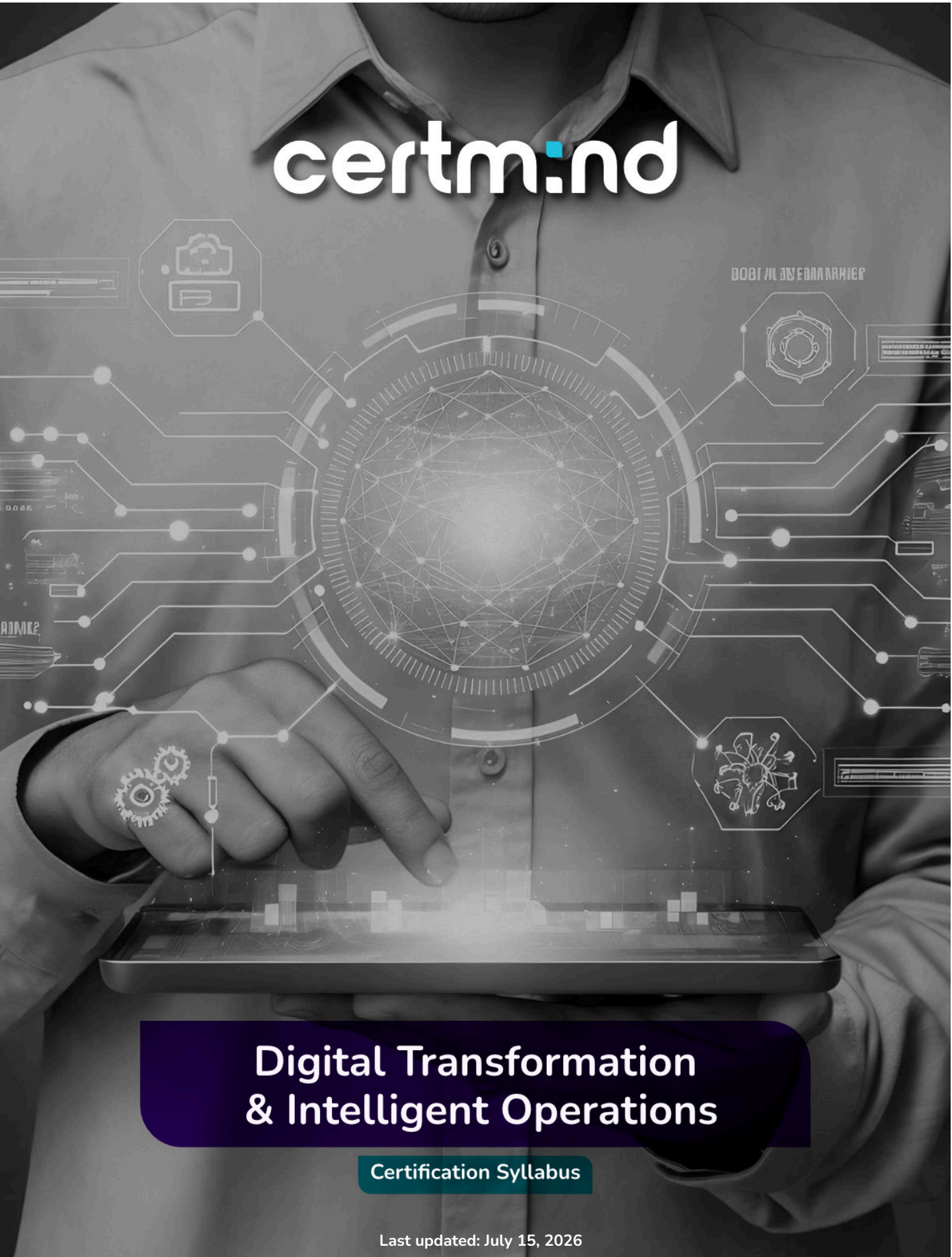


Digital Transformation & Intelligent Operations

Certification Syllabus

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Digital Transformation & Intelligent Operations

Our goal at CertMind is to certify the skills of professionals working in the Technology field. To achieve this, we seek to ensure that professionals demonstrate their skills and knowledge by taking an International Certification Exam.

Certification category

Main category: Emerging Technologies

Subcategory: Intelligent Operations and Automation



Scope of certification

The purpose of the Digital Transformation & Intelligent Operations Certification is to demonstrate that the professional has the strategic knowledge to lead an organization's evolution toward an operating model driven by artificial intelligence, automation, and data, in addition to being competent in the technological and professional world.

Prerequisites

- Be of legal age, according to the minimum age determined by law (according to the National Identity Card that must be uploaded to the platform).
- Have basic knowledge of reading, writing and basic arithmetic: addition, subtraction, multiplication and division.
- Reading and acceptance of the Code of Ethics available on the platform before taking the certification exam.



Code of Ethics

All certified professionals must know, accept and abide by the Code of Ethics, which is available for consultation on the platform.

Recommendations

- It is highly recommended that the professional attends a formal Digital Transformation & Intelligent Operations training of at least 28 hours, segmented in 7 sessions of approximately 4 hours.

Required Competencies and job description

In order to ensure that the professional has the minimum skills and knowledge that can be applied in a real environment, the following topics are addressed in the exam:

1. Introduction	
Skill Evaluated	**Required Competencies**
Understand the evolution of digital transformation into a new era in which artificial intelligence stops being just another tool and becomes the central driver of organizational strategy, operations, and decision-making.	1. Evolution of digital transformation toward operational intelligence 2. Process digitization vs. AI-driven operations 3. Key technologies of the new operational era (AI, ML, data, automation) 4. Convergence between business and technology

2. Emerging Technologies Ecosystem and Strategic Evaluation	
Skill Evaluated	**Required Competencies**
Understand how the emerging technologies ecosystem works and what strategic criteria allow for comparing alternatives before making technology adoption decisions.	1. Overview of the AI, data, and automation ecosystem 2. Signs of technological maturity 3. Comparing alternatives: in-house development vs. acquisition 4. Criteria for selecting technology vendors

3. Artificial Intelligence and Automation Adoption Strategy

Skill Evaluated	Required Competencies
Identify, with strategic judgment, when, where, and why an organization should adopt artificial intelligence and automation, basing each decision on data rather than intuition.	1. Identifying processes that are candidates for automation 2. Criteria for deciding what not to automate 3. Data-driven decision making 4. Building a business case

4. Human-Agent Operating Redesign

Skill Evaluated	Required Competencies
Redesign an organization's operations from a strategic perspective, understanding how human teams and autonomous systems coexist and complement each other within the same business model.	1. Human-system collaboration models 2. Full delegation vs. active supervision 3. Human supervision criteria (human-in-the-loop) 4. Redesign of processes and organizational roles

5. Governance, Risk, and Trust in Autonomous Systems

Skill Evaluated	Required Competencies
Understand the principles of governance, risk management, and trust that every organization must ensure when operating with autonomous and intelligent systems.	1. Governance principles in autonomous systems 2. Risk management in automated decisions 3. Transparency and traceability of decisions 4. Ethics and responsible use of AI 5. Reference frameworks (ISO/IEC 42001)

6. Organizational Transition and Adoption

Skill Evaluated	Required Competencies
Design a roadmap to lead the organizational transition toward an intelligent operating model, anticipating natural resistance to change and strengthening the organization's adaptability.	1. Causes of resistance to technological change 2. Stages of an organizational transition 3. Communicating change by audience 4. Leadership during transition

7. Impact Measurement, ROI, and Data-Driven Decisions

Skill Evaluated	Required Competencies
Rigorously measure the real impact of transformation initiatives, compare investment alternatives, and lead strategic decisions grounded in data and concrete results.	1. Key performance indicators (KPIs) 2. ROI calculation and projection 3. Comparing investment alternatives 4. Continuous monitoring and strategy adjustment 5. Scaling from pilot to full operation

Evaluation of skills

CertMind performs two types of assessment to ensure that the professional has the required skills:

1. **Multiple choice questions with only one answer:** this evaluation modality consists of theoretical questions of multiple-choice single answer that seek to measure the degree to which the professional has understood the theoretical concepts of the certification.
2. **Study case:** It is structure is similar to that of the questions mentioned in the previous section, the difference being that, instead of asking about a particular concept, it presents a description of a situation that takes place in the real context and that must be analyzed by the professional in such a way that he/she can first identify the problem and then evaluate which of the options presented reflects the best solution to the problem situation.

skills	Questions (1)	Study case(2)
Understand the evolution of digital transformation toward operational intelligence.	X	
Understand the criteria for evaluating and comparing technology alternatives.	X	
Identify the signals that indicate an opportunity for AI adoption.	X	
Redesign organizational processes by combining human talent with autonomous systems.		X
Understand the principles of governance, risk, and ethics in autonomous systems.	X	

skills	Questions (1)	Study case(2)
Lead the organizational transition toward an intelligent operating model.		X
Measure the impact and return on investment (ROI) of transformation initiatives.		X

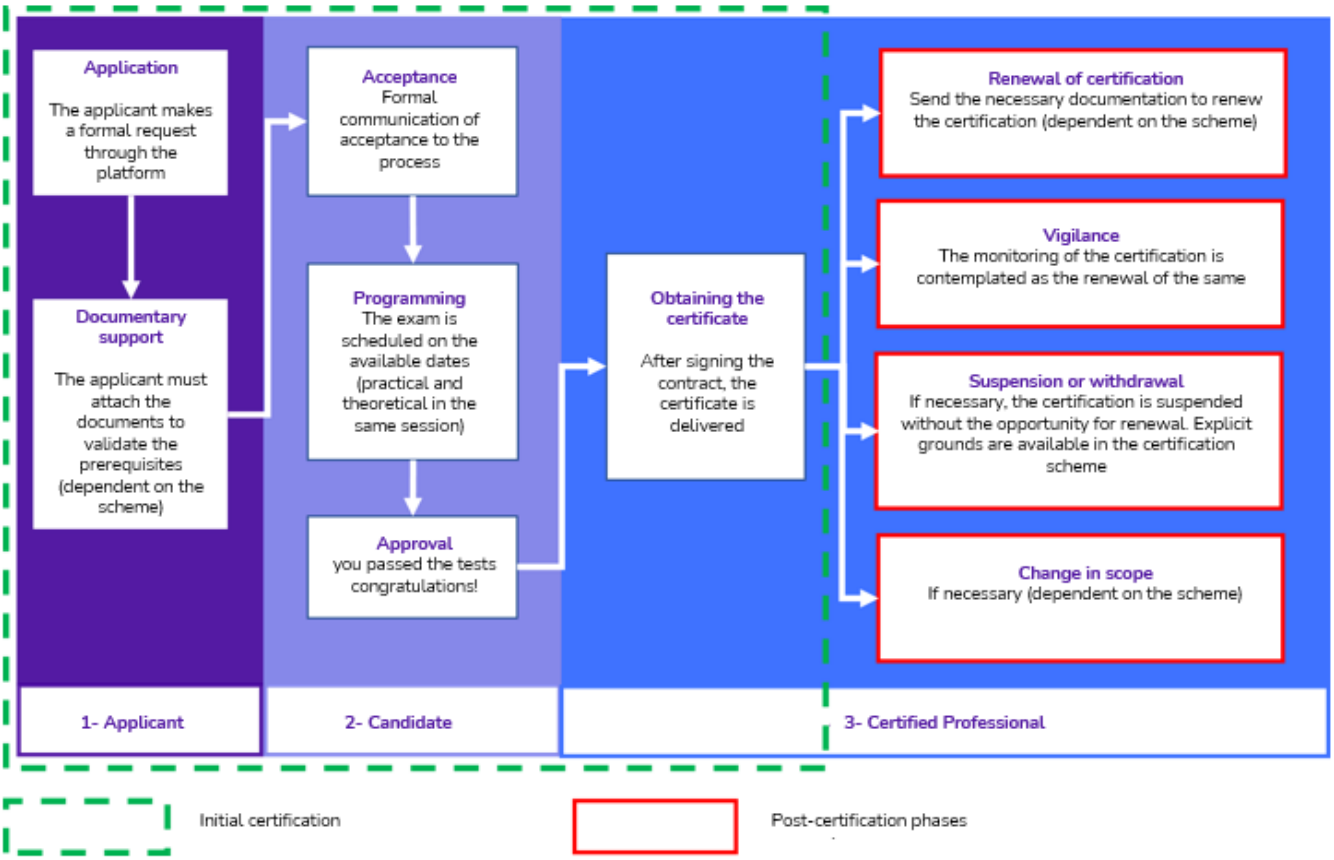
Who should take this exam?

This exam is ideal for individuals or accountable teams seeking to understand the business potential that Digital Transformation and Intelligent Operations (artificial intelligence, automation, and data) offer for organizational development.

Roles such as: IT staff, business managers and analysts, leaders, IT specialists (security, infrastructure, services, information systems, testing, etc.), systems developers and integrators, IT consultants and architects.

Certification process

The following chart shows the general life cycle for obtaining a certification:



Each of the phases for obtaining certification for the first time is described below; the phases after obtaining the certificate (red-bordered boxes) will be explained later.

1. **Request for certification:** the applicant submits his or her certification application, on the QuizLab platform or through the partner company (where the applicant has taken his or her training). Once the application is approved, the applicant's profile is created in CertMind.

2. Documentary support: the applicant must attach in the CertMind platform his or her identity document and additionally complete the registration of his or her resume (CV).

3. Verification and acceptance: the platform verifies the applicant's compliance with the prerequisites, once verified, the application is accepted and the applicant becomes a candidate for the certification process.

4. Programming: the call for the presentation of the exam is made, directly on the platform or through its representative. The format of the exam is explained below:

- **Type:** 40-question, multiple-choice, single-answer online test.
- **Duration:** 60 minutes.
- **Minimum passing grade :** 28/40 or 70%.
- **Additional time:** If the professional does not take the exam in his/her native language, he/she will have an additional 15 minutes and is also allowed to use a dictionary.
- **Supervision:** CertMind monitors the tests to ensure that they are performed correctly and transparently through the Invigilator Program (also known as "Proctor"). To learn more about this surveillance mechanism, please visit the following website www.certmind.org
- **Open book:** No.
- **Modality:** Available online only on the CertMind platform.
- **Validity :** 5 Years.
- **Others:** All applicants are required to read and accept the company's code of ethics and terms and conditions.

Levels of Difficulty: Bloom's Taxonomy

Bloom's Taxonomy is a theory known in the educational sector because many teachers consider it suitable for evaluating the cognitive level acquired in a subject. The objective of this theory is that after a learning process, the learner acquires new skills and knowledge. The following table presents a description of the categories of Bloom's taxonomy present in the certification exam, as well as a description of in the certification exam, as well as the percentage of each type of question in the exam.

Module	Level 1	Level 2	Level 3
Description	Knowledge. It can comprise remembering a wide range of elements, from specific data to complete theory. But all that is needed is to bring to mind the appropriate information.	Compression. This can be demonstrated by passing, or translating, material from one form to another (words to numbers), interpreting the material (explaining or summarizing), and estimating future trends (predicting consequences or effects).	Application. Refers to the ability or capacity to use the material learned in concrete, new situations.
Percentage of questions present in the exam	50%	30%	20%

Note: For more information on the monitoring system visit our web site https://certmind.org.

5. Obtaining the certificate: once the exam is passed and the terms and conditions contract is accepted, the certification is delivered.

Renewal, surveillance and withdrawal of certification

This phase occurs after the professional has obtained his or her certification. Renewal refers to the reissuance of the certification once its validity has come to an end. Surveillance refers to CertMind's supervision of the professional's performance during the period between certification and recertification to ensure compliance with the stipulations of this certification scheme. The activities that the certified professional must perform in order to obtain recertification are described below:

1. Application for recertification: before the certification becomes invalid, the certified professional submits his or her recertification application on the QuizLab platform. In case the certification loses its validity, the professional must go through the certification process again.

2. Registration of PUC's: the certified professional is required to register 15 PUC's every 5 years for certification renewal.

For more information about the Professional Update Credits (PUC) system visit our website https://certmind.org. The certified professional must attach the supports that accredit the PUC's in the CertMind platform.

3. Validation of documentation: the platform verifies compliance with the PUC's of the certified professional, once verified, the recertification application is accepted.

4. Obtaining recertification: Once the documents have been validated, the new certification is delivered.

Criteria for suspension or withdrawal of certification

Certification will be withdrawn from the professional in the following cases:

1. Failure to comply with the code of ethics.
2. Failure to comply with the requirements of the scheme.
3. Unsatisfactory results of the surveillance process.
4. Inability to continuously meet the competency requirements of the scheme.

Changes to the certification scheme

The Digital Transformation & Intelligent Operations certification scheme does not contemplate changes in the scope as currently no extensions or reductions in the scope or level of the certification apply.



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