

IT INFRASTRUCTURE

Course Objectives:

- To understand underlying principles of IT infrastructure and management services.
- To understand IT systems, service delivery and service support process for providing a quality service.
- To understand the basics of storage management.
- To study policies for security management and mitigate security related risks in the organization.
- To understand the IT and cyber ethics and study cyber forensics law and cyber crimes.

Detailed Syllabus

Unit-1

IT INFRASTRUCTURE

Information Technology, Computer Hardware, Computer Software, Network and Internet, Computing Resources, Design Issues, Requirements, IT System Management Process

Unit-2

Service Delivery Process, Service Level Management, Financial Management, Service Management, Capacity Management, Availability Management

Unit-3

Service Support Process, Configuration Management, Incident Management, Problem Management, Change Management, Release Management Backup & Storage, Archive & Retrieve, Disaster Recovery,

IT INFRASTRUCTURE

Unit-4

Space Management, Database & Application Protection, Bare Machine Recovery, Data Retention Security, Computer and internet Security, Physical Security,

Unit-5

Introduction to Cyber Ethics, Intellectual Property, Privacy and Law, Computer Forensics, Ethics and Internet, Cyber Crimes