Course Code	PCA20S01J	Course Name	IT INFRASTRUCTURE MANAGEMENT	Course Category	S	Skill Enhancement Course	L	T	P	C
							3	0	2	4

Pre-requisite Courses	Nil		Co-requisite Courses	Nil		Progressive Courses	Nil
Course Offering Department		Computer Applications		Data Book / Codes/Standards			Nil

Course Learning Rationale (CLR):	The purpose of learning this course is to,	Learning	Program Learning Outcomes (PLO)

		1	2	3	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
CLR-1 :	IT Infrastructure has become pervasive, to handle everyday task and complex situations																		
CLR-2 :	To improve the organizational and managerial capability of providers																		
CLR-3 :	To reduce the financing burden on governments																		
CLR-4 :	To protect user's interests																		
CLR-5 :	To allow early benefits of new technologies																		

Course Learning Outcomes (CLO):	To *facilitate access to funding for long-term investment needs*	Level of Thinking (Bloom)	Expected Proficiency (%)	Expected Attainment (%)	Disciplinary Knowledge	Critical Thinking	Problem Solving	Analytical Reasoning	Research Skills	Team Work	Scientific Reasoning	Reflective Thinking	Self-Directed Learning	Multicultural Competence	Ethical Reasoning	Community Engagement	ICT Skills	Leadership Skills	Life Long Learning
CLO-1 :	Understand the design factors and challenges in IT Infrastructure Management.	2	85	80	L	H	H	H	H	M	-	H	M	H	-	H	-	-	-
CLO-2 :	Understand service delivery and associated processes.	3	85	80	L	H	H	H	H	-	-	M	M	L	-	H	-	-	-
CLO-3 :	Understand storage and security management related to IT Infrastructure	3	85	80	L	H	H	H	H	-	-	M	M	L	-	H	-	-	-
CLO-4 :	Understand performance and tuning processes and associated case studies.	3	85	80	L	H	H	H	H	-	-	M	M	L	-	H	-	-	-
CLO-5 :	On-line workshops of leading-edge North American practitioners to fine tune the case studies accessible to the public;	3	85	80	L	H	H	H	H	-	-	M	M	L	-	H	-	-	-
CLO-6 :	Database of key innovators focusing especially on infrastructure investors.	3	85	80	L	H	H	H	H	-	-	M	M	L	-	H	-	-	-

Duration (hour)		15	15	15	15	15
S1	SLO1	Introduction	Service Level Management	Backup and Storage	Introduction, Difference between	Asset Network Corporation case,
S2	SLO1	Challenges in IT Infrastructure Management	Incident Management	Disaster	Performance and Tuning processes	Radio Shack case
S3	SLO1	Design Factors for IT	Financial Management	Space Management	other Infrastructure processes	Business Process Outsourcing (BPO),
	SLO2					
S4	SLO1	Organizations	IT Service	Bare Machine	Definition Preferred characteristics	Infrastructure Planning
S5	SLO1	IT Infrastructures	Continuity Management	Recovery (BMR)	Performance	Management e-Commerce

S6	SLO1	IT Systems	Capacity Management	Data Retention	tuning applied to major resource environments	Business Infrastructure Planning
S7	SLO1	Service Management Process	Configuration Management	Computer Security	Assessing an Infrastructure's performance	Management Enron case
S8	SLO1	Information systems Design Process	Availability management	Identity Management	tuning process	Tycocase
S9	SLO1	IT Infrastructure Library	Release Management	Access control, system-Intrusion Detection	Measuring and streamlining the P and T process	Worldcom case
S10-S15	SLO1	Lab 1: Case Study and Hands-on training.	Lab 2: Case Study and Hands-on training.	Lab 3: Case Study and Hands-on training.	Lab 4: Case Study and Hands-on training.	Lab 5: Case Study and Hands-on training.

| Learning Resources | 1.Rich Schiesser, " IT Systems Management", 2nd edition, 2010, Pearson Education,I SBN: 978-0137025060 | 1.P.Gupta, " IT Infrastructure and Its Management" 2nd Reprint, 2010, Tata McGraw Hill, ISBN: 978-0070699793
 2.SjaakLaan , "IT Infrastructure Architecture : Infrastructure Building Blocks and Concepts",2011 , Lulu Press Inc, ISBN 978-1-4478-8128-5.
 3.Leonard Jessup, Joseph Valacich,"Information System Today: Managing Digital World", 3rd Edition, 2007, Prentice Hall, ISBN: 0-13-233506-9. |

Learning Assessment

Level	Bloom's Level of Thinking	Continuous Learning Assessment (50% weightage)								Final Examination (50% weightage)	
		CLA – 1 (10%)		CLA – 2 (10%)		CLA – 3 (20%)		CLA – 4 (10%) #			
		Theory	Practice	Theory	Practice	Theory	Practice	Theory	Practice	Theory	Practice
Level 1	Remember	20%	20%	15%	15%	15%	15%	15%	15%	40%	-
	Understand										
Level 2	Apply	20%	20%	20%	20%	20%	20%	20%	20%	40%	-
	Analyze										
Level 3	Evaluate	10%	10%	15%	15%	15%	15%	15%	15%	20%	-
	Create										
	Total	100 %		100 %		100 %		100 %		100 %	

CLA – 4 can be from any combination of these: Assignments, Seminars, Tech Talks, Mini-Projects, Case-Studies, Self-Study, MOOCs, Certifications, Conf. Paper etc.,

Course Designers

Experts from Industry	Experts from Higher Technical Institutions	Internal Experts
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