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MCQ

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Duration In Days

Duration 5

Format Virtual ILT

Title Enterprise Infrastructure Essentials

Course Type Knowledge Transfer

OEM None

Day	Module
1	**Module 01: Enterprise Information System**
1	1.1 What Is Information Systems and its Importance?
1	1.2 The 6 Types of Information Systems and their Applications
1	1.2.1 Knowledge Work System
1	1.2.2 Management Information System
1	1.2.3 Decision Support System
1	1.2.4 Office Automation System
1	1.2.5 Transaction Processing System
1	1.2.6 Executive Support System
1	1.3 How To Apply Information Systems in Business?
1	1.3.1 Enterprise resource planning (ERP)
1	1.3.2 Supply chain management (SCM)
1	1.3.3 Customer relationship management (CRM)
1	
1	**Module 02: Enterprise IT Environments**
1	2.1 Enterprise IT Environments - Dev, QA, UAT, Prod, DR
1	2.2 Hardware Stacks – Compute, Storage, Network
1	2.3 Software Stacks
1	2.4 Network Stacks
1	
1	**Module 03: Operating System Concepts**
1	3.1 Windows Operating System
1	3.1.1 Windows Architecture

1	3.1.2 Windows Commands
1	3.2 Unix Operating System
1	3.2.1 UNIX Directory Structure
1	3.2.2 UNIX Commands
1	3.3 Linux Operating System
1	3.3.1 Linux Features
1	3.4 MAC OS X Operating System
1	3.4.1 MAC OS X Layered Architecture
1	
1	**Module 04: File Systems**
1	4.1 Understanding File Systems
1	4.1.1 Types of File Systems
1	4.1.2 Windows File Systems
1	4.1.2.1 File Allocation Table (FAT)
1	4.1.2.2 FAT32
1	4.1.2.3 New Technology File System (NTFS)
1	4.1.2.4 NTFS Architecture
1	4.1.2.5 NTFS System Files
1	4.1.2.6 Encrypting File Systems (EFS)
1	4.1.2.7 Components of EFS
1	4.1.2.8 Sparse Files
1	4.1.3 Linux File Systems
1	4.1.3.1 Linux File System Architecture
1	4.1.3.2 Filesystem Hierarchy Standard (FHS)
1	4.1.3.3 Extended File System (EXT)
1	4.1.3.4 Second Extended File System (EXT2)
1	4.1.3.5 Third Extended File System (EXT3)
1	4.1.3.6 Fourth Extended File System (EXT4)
1	4.1.4 Mac OS X File Systems
2	
2	**Module 05: Application software**
2	5.1 What is Application Software?
2	5.1.1 Examples of Application Software
2	5.1.2 Things to Look for In An Application Software
2	5.1.2.1 User Experience

2	5.1.2.2 Performance
2	5.1.2.3 Security
2	5.1.2.4 Accessibility
2	5.1.2.5 Scalability
2	5.1.2.6 Customer Support
2	5.1.3 Functions of Application Software
2	5.1.3.1 Data analysis and information management
2	5.1.3.2 Document manager
2	5.1.3.3 Emails, text messaging, audio and video conferencing
2	5.1.3.4 Graphics, animations, and video development
2	5.1.3.5 Accounting, payroll, and finance management
2	5.1.3.6 Project management
2	5.1.3.7 Resource (ERP and CRM system) and HR management
2	5.1.3.8 Software for healthcare management
2	5.1.3.9 Business project management
2	5.1.3.10 LMS and eLearning software
2	5.1.4 What is the difference between System Software & Application Software
2	5.1.5 Know the Terminology Differences
2	5.1.5.1 App vs Application
2	5.1.5.2 “On-premise” vs “Hosted” Application Software
2	5.1.5.3 Application Software vs Application Platform
2	5.1.5.4 System Software vs Application Software
2	5.2 Types of Applications Software
2	5.2.1 General Application Software
2	5.2.2 Business Application Software
2	5.2.2.1 Customer Relationship Management (CRM) Application Software
2	5.2.2.2 Enterprise Resource Planning (ERP) Application Software
2	5.2.2.3 Project Management Application Software
2	5.2.2.4 Business Process Management Application Software
2	5.2.2.5 Database
2	5.2.2.6 Resource Management Application Software
2	5.2.2.7 Productivity Software
2	5.2.2.8 Time Management Application Software
2	5.2.2.9 Educational Software

2	5.2.3 Customized Application Software
2	5.2.4 Classifying Application Software Based on Availability
2	5.2.4.1 Freeware
2	5.2.4.2 Shareware
2	5.2.4.3 Open source
2	5.2.4.4 Closed source
2	5.3 Benefits of Application Software
2	5.3.1 Enhanced customer service and satisfaction
2	5.3.2 Robust data security
2	5.3.3 More flexibility
2	5.3.4 Improved productivity
2	5.3.5 Seamless management
2	5.3.6 More power to decision-making
2	**Module 06: Computer Network Fundamentals**
2	6.1 Computer Networks
2	6.1.1 Open System Interconnection (OSI) Model
2	6.1.2 TCP/IP Model
2	6.1.3 Comparing OSI and TCP/IP
2	6.1.4 Types of Networks
2	6.1.5 Wireless Standards
2	6.1.6 Wireless Technologies
2	6.1.7 Network Topologies
2	6.1.8 Network Hardware Components
2	6.1.9 Types of LAN Technology
2	6.1.9.1 Ethernet, Fast Ethernet, Gigabit Ethernet, 10 Gigabit Ethernet, Asynchronous Transfer Mode (ATM), Power over Ethernet (Po
2	6.1.9.2 Specifications of LAN Technology
3	6.2 Common Fiber Technologies
3	6.2.1 Types of Cables
3	6.2.1.1 Fiber Optic Cable, Coaxial Cable, CAT 3, CAT 4, CAT 5, CAT 5e, CAT 6, 10/100/1000BaseT (UTP Ethernet)
3	6.3 TCP/IP Protocol Suite
3	6.4 Application Layer Protocols
3	6.4.1 Dynamic Host Configuration Protocol (DHCP)
3	6.4.2 Domain Name System (DNS)
3	6.4.2.1 DNS Packet Format
3	6.4.2.2 DNS Hierarchy

3	6.4.3 DNSSEC
3	6.4.3.1 How DNSSEC Works
3	6.4.3.2 Managing DNSSEC for Domain Name
3	6.4.3.3 What is a DS Record?
3	6.4.3.4 How does DNSSEC Protect Internet Users?
3	6.4.3.5 Operation of DNSSEC
3	6.4.4 Hypertext Transfer Protocol (HTTP)
3	6.4.5 Secure HTTP
3	6.4.6 Hyper Text Transfer Protocol Secure (HTTPS)
3	6.4.7 File Transfer Protocol (FTP)
3	6.4.7.1 How FTP Works?
3	6.4.8 Secure File Transfer Protocol (SFTP)
3	6.4.9 Trivial File Transfer Protocol (TFTP)
3	6.4.10 Simple Mail Transfer Protocol (SMTP)
3	6.4.11 S/MIME
3	6.4.11.1 How it Works?
3	6.4.12 Pretty Good Privacy (PGP)
3	6.4.13 Difference between PGP and S/MIME
3	6.4.14 Telnet
3	6.4.15 SSH
3	6.4.16 SOAP (Simple Object Access Protocol)
3	6.4.17 Simple Network Management Protocol (SNMP)
3	6.4.18 NTP (Network Time Protocol)
3	6.4.19 RPC (Remote Procedure Call)
3	6.4.20 Server Message Block (SMB) Protocol
3	6.4.21 Session Initiation Protocol (SIP)
3	6.4.22 RADIUS
3	6.4.23 TACACS+
3	6.4.24 Routing Information Protocol (RIP)
3	6.5 Transport Layer Protocols
3	6.5.1 Transmission Control Protocol (TCP)
3	6.5.1.1 TCP Header Format
3	6.5.1.2 TCP Services
3	6.5.2 User Datagram Protocol (UDP)

3	6.5.2.1 UDP Operation
3	6.5.3 Secure Socket Layer (SSL)
3	6.5.4 Transport Layer Security (TLS)
3	6.6 Internet Layer Protocols
3	6.6.1 Internet Protocol (IP)
3	6.6.1.1 IP Header: Protocol Field
3	6.6.2 What is Internet Protocol v6 (IPv6)?
3	6.6.2.1 IPv6 Header
3	6.6.2.2 IPv4 and IPv6 Transition Mechanisms
3	6.6.2.3 IPv4 vs. IPv6
3	6.6.2.4 Internet Protocol Security (IPsec)
3	6.6.3 Internet Control Message Protocol (ICMP)
3	6.6.3.1 Error Reporting and Correction
3	6.6.3.2 ICMP Message Delivery
3	6.6.3.3 Format of an ICMP Message
3	6.6.4 Address Resolution Protocol (ARP)
3	6.6.4.1 ARP Packet Format
3	6.6.4.2 ARP Packet Encapsulation
3	6.6.5 IGRP (Interior Gateway Routing Protocol)
3	6.6.6 EIGRP (Enhanced Interior Gateway Routing Protocol)
3	6.6.7 OSPF (Open Shortest Path First)
3	6.6.8 HSRP (Hot Standby Router Protocol)
3	6.6.9 Virtual Router Redundancy Protocol (VRRP)
3	6.6.10 BGP (Border Gateway Protocol)
3	6.7 Link Layer Protocols
3	6.7.1 Fiber Distributed Data Interface (FDDI)
3	6.7.2 Token Ring
3	6.7.3 CDP (Cisco Discovery Protocol)
3	6.7.4 VLAN Trunking Protocol (VTP)
3	6.7.5 STP (Spanning Tree Protocol)
3	6.7.6 Point-to-point Protocol (PPP)
3	6.8 IP Addressing and Port Numbers
3	6.8.1 Internet Assigned Numbers Authority (IANA)
3	6.8.2 IP Addressing
3	6.8.3 Classful IP Addressing

3	6.8.4 Address Classes
3	6.8.5 Subnet Masking
3	6.8.6 Subnetting
3	6.8.7 Supernetting
3	6.8.8 IPv6 Addressing
3	6.8.9 Difference between IPv4 and IPv6
3	6.8.10 Port Numbers
3	6.9 Network Terminology
3	6.9.1 Routing
3	6.9.2 Network Address Translation (NAT)
3	6.9.3 Port Address Translation (PAT)
3	6.9.4 VLAN
3	6.9.5 Shared Media Network
4	6.9.6 Switched Media Network
4	**Module 07: Basic Network Troubleshooting**
4	7.1 Unreachable Networks
4	7.2 Destination Unreachable Message
4	7.3 ICMP Echo (Request) and Echo Reply
4	7.4 Time Exceeded Message
4	7.5 IP Parameter Problem
4	7.6 ICMP Control Messages
4	7.7 ICMP Redirects
4	7.8 Troubleshooting
4	7.8.1 Steps for Network Troubleshooting
4	7.8.1.1 Troubleshooting IP Problems
4	7.8.1.2 Troubleshooting Local Connectivity Issues
4	7.8.1.3 Troubleshooting Physical Connectivity Issues
4	7.8.1.4 Troubleshooting Routing Problems
4	7.8.1.5 Troubleshooting Upper-layer Faults
4	7.8.1.6 Troubleshooting Wireless Network Connection Issues
4	7.8.2 Network Troubleshooting Tools
4	7.8.2.1 Ping
4	7.8.2.2 Traceroute and Tracert
4	7.8.2.3 Ipconfig and Ifconfig

4	7.8.2.4 NSlookup
4	7.8.2.5 Netstat
4	7.8.2.6 PuTTY and Tera Term
4	7.8.2.7 Subnet and IP Calculators
4	7.8.2.8 Speedtest.net
4	7.8.2.9 Pathping and mtr
4	7.8.2.10 Route
4	
4	**Module 08: Virtualization**
4	8.1 Introduction to Virtualization
4	8.2 Characteristics of Virtualization
4	8.3 Benefits of Virtualization
4	8.4 Common Virtualization Vendors
4	8.5 Virtualization Security and Concerns
4	8.6 Virtual Firewall
4	8.7 Virtual Operating Systems
4	8.8 Virtual Databases
4	
4	**Module 09: Network File System (NFS)**
4	9.1 Network File System (NFS)
4	9.2 NFS Host and File Level Security
4	
4	**Module 10: Web Markup and Programming Languages**
4	10.1 HTML
4	10.2 Extensible Markup Language (XML)
4	10.3 Java
4	10.4 .Net
4	10.5 C#
4	10.6 Java Server Pages (JSP)
4	10.7 Active Server Pages (ASP)
4	10.8 PHP: Hypertext Preprocessor (PHP)
4	10.9 Practical Extraction and Report language (Perl)
4	10.10 JavaScript
4	10.11 Bash Scripting
4	10.12 PowerShell

4	10.13 C and C++
4	10.14 CGI
5	
5	**Module 11: Application Development Frameworks and Their Vulnerabilities**
5	11.1 .NET Framework
5	11.2 J2EE Framework
5	11.3 ColdFusion
5	11.4 Ruby On Rails
5	11.5 AJAX
5	
5	**Module 12: Web Subcomponents**
5	12.1 Web Subcomponents
5	12.2 Thick and Thin Clients
5	12.3 Applet
5	12.4 Servlet
5	12.5 ActiveX
5	12.6 Flash Application
5	
5	**Module 13: Windows Server Fundamentals**
5	13.1 Introduction to Windows Server
5	13.2 Windows Server Architecture
5	13.3 Important Services and Features
5	13.4 Introduction to Active Directory Domain Services
5	13.5 ADDS infrastructure
5	13.6 Install ADDS
5	13.7 Administration of Windows ADDS
5	13.8 Manage AD Objects
5	13.9 ADDS Authentication
5	13.10 Domain vs. workgroup
5	13.11 DNS Services
5	13.12 DNS zones
5	13.13 Integrate DNS with AD
5	
5	**Module 14: Linux Server Fundamentals (Ubuntu)**

5	14.1 Introduction to Linux Server Environment
5	14.2 Linux Shell and Basic Linux Commands
5	14.2.1 Basics of Commands
5	14.2.2 Navigating Directories
5	14.2.3 Creating Files and Directories
5	14.2.4 Listing Directory Contents
5	14.2.5 Listing File Content
5	14.2.6 Copying Files and Directories
5	14.2.7 Moving Files and Directories
5	14.2.8 Removing Files and Directories
5	14.2.9 Using Wild Cards to Speed up Tasks
5	14.2.10 Finding Help and Navigating through 'man' Pages
5	14.2.11 Output Redirection
5	14.2.12 Editing wiles with Nano
5	14.3 Package Management
5	14.4 User Management and Permissions
5	14.5 Reading and Setting File Permissions and Owners
5	14.6 Viewing Process Owners
5	14.7 Managing Services
5	14.8 Controlling Services with systemctl
5	14.9 Reading Logs via journalctl and /var/log
5	14.10 Examine the System Hardware
5	
5	**Module 15: Database Connectivity**
5	15.1 Web Application Connection with Underlying Databases
5	15.1.1 SQL Sever
5	15.1.1.1 Data Controls used for SQL Server Connection
5	15.1.2 MS ACCESS
5	15.1.3 MySQL
5	15.1.4 ORACLE
5	
5	**Module 16: Data Backup**
5	16.1 Data Backup
5	16.2 RAID (Redundant Array Of Independent Disks) Technology
5	16.2.1 Advantages and Disadvantages of RAID Systems

5	16.2.2 RAID Level 0: Disk Striping
5	16.2.3 RAID Level 1: Disk Mirroring
5	16.2.4 RAID Level 3: Disk Striping with Parity
5	16.2.5 RAID Level 5: Block Interleaved Distributed Parity
5	16.2.6 RAID Level 10: Blocks Striped and Mirrored
5	16.2.7 RAID Level 50: Mirroring and Striping Across Multiple RAID Levels
5	16.3 Selecting an Appropriate Backup Method
5	16.4 Choosing the Backup Location
5	16.5 Data Recovery
5	
5	**Module 17: Business Continuity and Disaster Recovery**
5	17.1 Business Continuity (BC)
5	17.2 Disaster Recovery (DR)
5	17.3 Business Impact Analysis (BIA)
5	17.4 Recovery Time Objective (RTO)
5	17.5 Recovery Point Objective (RPO)
5	17.6 Business Continuity Plan (BCP)
5	17.7 Disaster Recovery Plan (DRP)

Regards

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With Regards

Parameswari.E

Technical Trainer

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