



Sub Committee for Curriculum Development

Speilazation : IT Infrastructure Management

Course Name: IT Infrastructure & Service Management

(UG/PG): PG/UG (certificate Program)

Number of Credits: 2

Level: 3

Learning Objective(s): Introduce Students to IT Operations Management systems, tools and typical processes.
Students will also learn IT Infrastructure Library framework that is needed to successfully carry out IT Services and IT functions

Pedagogy:

Lectures
Class Discussion
Lab Session

Pre-requisites:

None

Course Outline:

Sr. No.	Topics	Hours
1	ITIL Basics - Overview & Terminologies ITIL Basics - Service Basics & Service Lifecycle Service Strategy - Overview & Roles Service Strategy - Generation & Portfolio Mgmt Service Strategy - BRM, Demand Mgmt & Financial Mgmt	4
2	Service Design - Overview & Catalogue Management Service Design - Service Level Mgmt & Capacity Mgmt Service Design - Availability Mgmt & Service Continuity Mgmt Service Design - Information Security Mgmt & Supplier Mgmt	3
3	Service Transition - Overview	3

	Service Transition -Project Mgmt & Change Mgmt Service Transition - Asset & Configuration Mgmt Service Transition - Release & Deployment Mgmt Service Transition - Validation Testing & Knowledge Mgmt	
4	Service Operation - Overview Service Operation - Event Mgmt, Incidence, Request Mgmt Service Operation - Problem Mgmt & Access Mgmt	3
5	Continual Service Improvement - Overview & Service Reporting	3
6	IT Operations Management - Capacity, Performance and Availability of the computing, networking and application environment.	2
7	IT Operations Management – Provisioning, Deployment & Compliance Management	4
8	IT Operations Management – Introduction to Monitoring, Alerts, Notifications mechanisms, Technologies, Tools and Systems	4
9	IT Operations Analytics – Data Collection, Data Organizing & Pattern Identification	2
10	Introduction to Toyota Lean philosophy Application on Lean in IT	2
	Total	30

Book Recommended:

1. ITIL For Beginners: The Complete Beginner's Guide To ITIL (ITIL, ITIL Foundation, ITIL Service Operation By ClydeBank Technology
2. IT OPERATIONS MANAGEMENT tweet Book01: Managing Your IT Infrastructure in the Age of Complexity By Peter Spielvogel

Name of Member					
Designation					
Org. / Inst.					
Signature					

Name of the Expert:

Signature:

Date:

