

COURSE CODE	COURSE TITLE	L	T	P	C
1152IT133	IT INFRASTRUCTURE MANAGEMENT	3	0	0	3

Course Category:

~~Foundation (0) / Program Core (1) / Program Elective (2) / Allied Elective (3) / University Elective (4) / Value Education Elective (5) / Independent Learning (6) / Industry Higher Learning Institute Interaction (7).~~

a.Preamble:

In the current competitive world, business enterprises face great challenges in scaling and managing their IT infrastructure. To handle these challenges, IT infrastructure management offers focused and efficient solutions in important infrastructure areas for developing and managing the organizational IT infrastructure. Business organizations can achieve cost-effective and quick time-to-delivery by using proven delivery models, mature techniques, standardized tools and robust processes offered by IT infrastructure management. IT infrastructure management guarantees high reliability, round-the-clock availability of services, efficient manageability and optimum scalability. IT infrastructure service delivery helps in achieving proactive and cost-effective solutions and gaining fast return on IT infrastructure investments.

b. Prerequisite Courses:

Fundamentals of IT

c. Related Courses:

- Cloud storage
- Information techniques

d. Course Educational Objectives:

Students undergoing this course are expected

- To introduce basic postulates of IT Infrastructure Management and shows the correlation between system and service management process.
- To understand the strategic methods in Service Delivery Process & Service Support Process using different management trends.
- Able to Know the Storage and database Management in Information Technology.
- Able to know the Security Management in IT.
- To provide detailed knowledge of IT recent trends in globally.

e. Course Outcomes:

Upon the successful completion of the course, students will be able to:

CO Nos.	Course Outcomes	Knowledge Level (Based on revised Bloom's Taxonomy)
CO1	Acquire knowledge of IT Infrastructure and management .	K1

CO2	Apply Service Delivery and Service Support Process in IT infrastructure management.	K3
CO3	Discuss about various storage levels in IT.	K2
CO4	Discuss various security techniques in information technology	K2
CO5	Develop a new communication mechanism based on emerging trends in information technology.	K3

f. Correlation of COs with POs :

Cos	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	M		M									
CO2			M									
CO3		M			M			M				
CO4					M	M	M					
CO5	M	M	M	M								

H- High; M-Medium; L-Low

g. Course Content :

UNIT-I INTRODUCTION & IT INFRASTRUCTURE

9

Information Technology , IT Infrastrudure Management ,Introduction—IT Infrastructure Management ,Challenges in IT Infrastructure Management ,Design Issues of IT Organisations and IT Infrastructure ,Determining Customers' Requirements , IT Systems Management Process ,IT Service Management Process,Information System Design Process ,

UNIT-II SERVICE DELIVERY PROCESS & SERVICE SUPPORT PROCESS

9

Service Level Management ,Financial Management ,IT Service Continuity Management ,Capacity Management ,Availability Management, Configuration Management ,Incident Management ,Problem Management ,Change Management

UNIT-III STORAGE MANAGEMENT

9

Introduction to Storage ,Backup and Storage ,Archive ,Retrieve ,Disaster Recovery ,Space Management ,Database and Application Protection ,Bare Machine Recovery (BMR) ,Data Retention,

UNIT-IV SECURITY MANAGEMENT & IT ETHICS

9

Computer Security ,Internet Security ,Physical Security ,Identity Management ,Access Control System ,Intrusion Detection, Intellectual Property ,Privacy and Law ,Computer Forensics ,

UNIT-V EMERGING TRENDS IN IT

9

Introduction , Electronic Data Interchange ,Global System for Mobile Communication (GSM) ,Bluetooth ,Infrared Technology

h. Learning resources:-

i) TEXT BOOKS:

1. Gupta, "It Infrastructure & Its Management ",First Edition , Tata McGraw-Hill Educatio Education.