

# WORK-STUDY DIPLOMA IN CLOUD MANAGEMENT & OPERATIONS (INFRASTRUCTURE SUPPORT SPECIALISATION)

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## MODULE OBJECTIVES

### Module 1: Operating System

On completion of the module, trainees should be able to manage operating system, administer operating system services, as well as provide operating system maintenance.

### Module 2: Network Programmability

On completion of the module, trainees should be able to design network infrastructure, configure network and provide network administration and maintenance.

### Module 3: Virtualisation Infrastructure Management

On completion of the module, trainees should be able to set up on-premise virtualisation environment, deploy virtual machine instance, as well as to perform resource management and monitoring.

### Module 4: Cloud Service Operation

On completion of the module, trainees should be able to provision virtual machine, as well as set up and manage cloud services.

### Module 5: Desktop Applications Deployment

On completion of the module, trainees should be able to implement desktop applications installation, software hardening and post installation validation.

### Module 6: Mobile Computing Device Management

On completion of the module, trainees should be able to execute mobile computing operating systems management, support mobile devices maintenance and perform basic security hardening on mobile computing devices.

### Module 7: IT Service Operations

On completion of the module, trainees should be able to perform IT service level agreement management, IT assets management and accomplish change request management at an enterprise level.

### Module 8: Incident Management

On completion of the module, trainees should be able to perform incident logging, classification, diagnosis, resolution and reporting.

### Module 9: Company Project

On completion of the module, trainees should have applied their acquired competencies in an authentic project that would value-add to the company.

### Module 10: On-the-Job Training

On completion of the module, trainees should be able to apply the skills and knowledge acquired at ITE College and workplace to take on the full job scope, including supervisory function, where appropriate, at the company.