

Post Graduate Diploma in Information Technology Services Management (PGDITSM)

Course Structure

Course Code	Subject	Concurrent Evaluation	External Evaluation	Total	Credits
Semester I - Foundations of Enterprise IT Services					
101	Fundamentals of IT Service Management (ITSM)	50	50	100	3
102	Systems Software and Server Infrastructure	50	50	100	3
103	Computer Networks and Enterprise Connectivity	50	50	100	3
104	Database Systems and Enterprise Applications	50	50	100	3
105	Desktop, End-User Computing and Workplace IT	50	50	100	3
106	Communication Skills for IT Professionals	50	50	100	3
	Total	300	300	600	18
Semester II - Enterprise IT Operations, Strategy and Governance					
201	IT Infrastructure Planning and Configuration Management	50	50	100	3
202	IT Security, Risk and Compliance	50	50	100	3
203	Data Center Facilities and Environmental Systems	50	50	100	3
204	IT Metrics, Analytics and Reporting	50	50	100	3
205	Enterprise Architecture and Strategic IT Alignment	50	50	100	3
206	Team Leadership and Organizational Behavior in IT	50	50	100	3
	Total	300	300	600	18

