

**VEER NARMAD SOUTH GUJARAT UNIVERSITY**  
**Proposed Syllabus**  
**MCA (5<sup>TH</sup> Semester)**  
**PAPER : 501 : IT Infrastructure Management**  
**Effective From : June 2008**

**1. Infrastructure Management Overview**

- 1.1 Infrastructure management activities
- 1.2 Evolutions of systems and their management
- 1.3 Computing environment complexity & its management

**2. Managing People**

- 2.1 Acquiring executive support
- 2.2 Organizing for systems management
- 2.3 Staffing for systems management
- 2.4 Customer service

**3. Process Management**

- 3.1 Availability
  - 3.1.1 Differentiating availability from uptime
  - 3.1.2 Differentiating slow response and downtime
  - 3.1.3 Methods for measuring availability
  - 3.1.4 The seven Rs of high availability
- 3.2 Performance and tuning
  - 3.2.1 Performance tuning application
  - 3.2.2 Server Environment
  - 3.2.3 Disk Storage Environment
    - 3.2.3.1 Network Environment
    - 3.2.3.2 Desktop Computer environment
- 3.3 Production acceptance
- 3.4 Change management
- 3.5 Problem management
- 3.6 Storage management
  - 3.6.1 Storage Management Capacity
  - 3.6.2 Storage Management Performance
  - 3.6.3 Storage Management Reliability
  - 3.6.4 Storage management Recoverability
- 3.7 Network management
- 3.8 Configuration management
- 3.9 Capacity planning
- 3.10 Strategic security
- 3.11 Disaster recovery
- 3.12 Facilities management

**4. Technology Management**

- 4.1 Developing robust processes

- 4.2 Using technology to automate and evaluate robust processes
- 4.3 Integrating systems management processes
- 4.4 Special considerations for Client-Server and Web-enabled environments

Reference Books :

1. Rich Schiesser : IT Systems Management – PHI
2. Floyd Piedad Michael Hawkins : High Availability : Design Techniques and Processes , Preitice Hall
3. Hariss Kern, Stuart Galup, Guy Nemiro, : IT Organisation : Building World Class Infrastructure. Prentice Hall