



@ASK Training
Attitude | Skills | Knowledge



4-DAYS

IT Infrastructure and Operations



Course Code: TGS-2024046011 (SCTP)
TGS-2025060543 (Non-SCTP)

@ASK Training is a Private Education Institution (PEI) accredited by the Ministry of Education (MOE) and also a Continuing Education and Training Centre (CETC) accredited by SkillsFuture Singapore (SSG), offering a diverse range of courses from Infocomm Technology (ICT) to Digital Marketing, with up to **90% funding**.

LEARNING OUTCOMES

- Recognise the various functions of IT infrastructure within an organisation or business.
- Analyse and articulate the key components and their interconnections within a typical IT infrastructure.
- Distinguish the primary types of IT operational environment.
- Discuss the functions of IT Operations Management and how IT operations support service delivery.
- Evaluate and explain network design and structure, including diverse network protocols and devices, crucial for IT operations.
- Discuss how networks enable communication and data transfer within and between organisations, and apply principles of network security effectively, including evaluating performance optimisation, high-level troubleshooting, and maintenance.
- Discuss the key aspects in Server Administration and hardware infrastructure, including various related System Administration principles and activities that are relevant for IT operations.
- Develop proficiency in managing and maintaining virtualised IT infrastructure, encompassing virtual servers, storage, and applications, including gaining skills in designing, implementing, and managing virtualised systems, along with troubleshooting virtualisation-related issues.
- Distinguish the different types of IT storage technologies and their purposes.
- Discuss the principles of data management, encompassing data lifecycle management, data protection practices, backup, recovery, and the implementation of relevant policies and operational procedures.
- Develop a comprehensive understanding of storage, data and datacenter components and their roles in modern IT infrastructure.
- Acquire familiarity with major cloud service providers and develop an understanding of the security and privacy considerations inherent in cloud computing.
- Analyse and articulate the ITSM lifecycle and ITIL practices with an understanding of how IT services are delivered and managed within an organization.
- Explore the key processes and methodologies used to identify, track, and resolve IT incidents and problems that includes incident response, troubleshooting techniques, and root cause analysis.
- Evaluate and recognise several useful aspects of ITSM that emphasise the overall learning value.

COURSE OUTLINE



Learning Unit 1: Functions of IT Infrastructure



Learning Unit 2: IT Operations Management



Learning Unit 3: Networking Fundamentals



Learning Unit 4: Server and System Administration



Learning Unit 5: Storage and Data Management



Learning Unit 6: Cloud Computing



Learning Unit 7: IT Service Management (ITSM)



Written Assessments

- Candidates are to answer all questions and receive a minimum grade of 50% and above (out of 100%) to demonstrate competencies in Learning Units (LU) 1 to 7.
- Candidates are to conduct a thorough analysis of the IT infrastructure situation and propose solutions and receive a minimum grade of 50% and above (out of 100%) to demonstrate competencies in Learning Units (LU) 1 to 7.

Course Fees & Funding

S\$1,600

(exclusive of
9% GST)

PROGRAMME FEE AFTER ELIGIBLE SSG SUBSIDIES:

From **S\$203.20**

(inclusive of 9% GST) after 90% SSG Subsidies



Self-Sponsored

Course Fee
before Subsidy and GST

Eligible Funding

Nett Fees Payable
incl. 9% GST

Singapore Citizens
40 years old and above

S\$1,600.00

90% SkillsFuture
Funding

S\$203.20

Singaporean Citizens,
PRs or LTVP+ Holders
21 years old and above

70% SkillsFuture
Funding

S\$523.20



Company-Sponsored

Course Fee
before Subsidy and GST

Eligible Funding

Nett Fees Payable
incl. 9% GST

**Small-to-Medium
Enterprise (SME)**
Singaporean Citizens,
PRs or LTVP+ Holders
≥ 21 years old

S\$1,600.00

90% SkillsFuture
Funding

S\$203.20

Non-SME
Singaporean Citizens,
PRs or LTVP+ Holders
≥ 21 years old

70% SkillsFuture
Funding

S\$523.20

Non-SME
Singaporean Citizens
≥ 40 years old

90% SkillsFuture
Funding

S\$203.20



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