



@ASK Training  
Attitude | Skills | Knowledge



(SCTP)

# ADVANCED CERTIFICATE IN IT INFRASTRUCTURE AND OPERATIONS

(ELIGIBLE FOR FULL-TIME TA)



## Course Synopsis

The Advanced Certificate in IT Infrastructure and Operations is designed to equip participants with the technical knowledge and practical competencies needed to support, manage, secure, and optimise IT systems and infrastructure in modern organisations. The programme builds a strong foundation in core IT areas, including computer hardware, operating systems, desktop support, networking, cybersecurity, troubleshooting, and IT service management, enabling learners to develop the confidence and skills required for operational IT roles.

As participants progress, they will deepen their expertise in advanced hardware and software troubleshooting, network administration, systems and server administration, cloud computing, and cybersecurity practices, including ethical hacking concepts. The programme also integrates industry relevant certification preparation, including **ITIL 4 Foundation Certification, Microsoft Azure Fundamentals, Azure Administrator Associate, Azure Network Engineer Associate** and **CompTIA Security+(Plus)**, providing participants with pathways to strengthen their professional credentials and industry readiness.

In addition, participants will examine emerging technologies and current industry trends to remain responsive to the evolving digital landscape. Through applied learning activities and a Capstone Project based on a real-world IT project, participants will consolidate their skills in problem-solving, technical support, infrastructure management, and service delivery.

## Entry Requirements

### Language Proficiency:

- Attained at least WPLN Level 5, OR
- Obtained Grade C6 for GCE O Level English, OR
- Other equivalent qualifications

### Academic Qualifications:

- Obtained at least a pass or C6 at GCE O Level in at least 3 subjects, OR
- Candidates with other qualifications will be considered on a case-by-case basis, OR
- Mature candidates (30 years old and above) with at least 8 years of relevant working experience

### Course-Specific Prerequisites:

Certain modules within the programme require prior completion of earlier modules. The recommended learning sequence is detailed in the Programme Structure section below. Participants must have completed the specified prerequisite modules before enrolling in advanced-level courses.

**Course Code:** TGS-2026063822

# Target Audience

*This programme is suitable for:*

- ✓ Individuals seeking to enter the IT sector with no or limited prior experience
- ✓ Working professionals looking to formalise their IT knowledge or transition into a technical IT role
- ✓ Help desk and desktop support staff seeking to advance into infrastructure or cloud roles
- ✓ IT practitioners aiming to broaden their technical competencies across networking, security, and cloud domains
- ✓ Mature candidates with relevant work experience who wish to upskill for career progression

# Programme Structure

The programme comprises 14 modules spanning 380 hours of training, structured across foundational, intermediate, and advanced tiers.

| #                         | Module Title                                                               | Hours | Assessment          |
|---------------------------|----------------------------------------------------------------------------|-------|---------------------|
| Foundation                |                                                                            |       |                     |
| 1                         | (8hrs) Introduction to Information Technology (IT)                         | 8     | Written             |
| 2                         | (24hrs) Understanding Computer Hardware & Peripherals                      | 24    | Practical           |
| 3                         | (24hrs) Operating Systems and Desktop Support                              | 24    | Practical           |
| 4                         | (24hrs) Network Fundamentals and Troubleshooting                           | 24    | Written + Practical |
| 5                         | (24hrs) Cybersecurity Essentials                                           | 24    | Written             |
| 6                         | (16hrs) IT Troubleshooting and Problem Solving                             | 16    | Written             |
| Intermediate              |                                                                            |       |                     |
| 7                         | (24hrs) IT Service Management and Help Desk Operations (ITIL 4 Foundation) | 24    | Written             |
| 8                         | (32hrs) Advanced Hardware and Software Troubleshooting                     | 32    | Written + Practical |
| 9                         | (48hrs) Systems and Server Administration                                  | 48    | Written + Practical |
| 10                        | (40hrs) Cloud Computing                                                    | 40    | Written + Practical |
| Advanced & Specialisation |                                                                            |       |                     |
| 11                        | (48hrs) Advanced Network Administration                                    | 48    | Written + Practical |
| 12                        | (32hrs) Cybersecurity and Ethical Hacking                                  | 32    | Written + Practical |
| 13                        | (16hrs) Emerging Technologies and Trends                                   | 16    | Written             |
| 14                        | (20hrs) Capstone Project: Real-World IT Project                            | 20    | Practical + Oral    |

**Total Programme Hours: 380 hours**

# Assessment Overview

*Each module is assessed through one or more of the following assessment types, selected to match the knowledge and skills being developed:*

- **Written Assessment** — Tests conceptual understanding, terminology, frameworks, and analytical reasoning
- **Practical Assessment** — Evaluates hands-on technical proficiency through task-based exercises in lab or simulated environments
- **Oral Assessment** — Used in the Capstone Project to assess communication, project reasoning, and professional judgement

# Programme Learning Outcomes

*Upon successful completion of all modules, participants will be able to:*

- ✓ Explain and apply foundational IT concepts including hardware, software, operating systems, and networking principles
- ✓ Install, configure, and maintain Windows desktop and server environments, including virtualisation and Active Directory
- ✓ Design, configure, and troubleshoot local area networks and enterprise-level Azure cloud networks
- ✓ Identify and mitigate cybersecurity threats, conduct vulnerability assessments, and apply ethical hacking methodologies



# Programme **Learning Outcomes**

*Upon successful completion of all modules, participants will be able to:*

- ✓ Deploy and manage cloud infrastructure using Microsoft Azure, covering virtual networks, storage, virtual machines, and monitoring tools
- ✓ Apply ITIL 4 service management principles to improve IT service delivery and help desk operations
- ✓ Evaluate and propose the adoption of emerging technologies, including AI, IoT, RPA, and digital workplace solutions
- ✓ Manage IT asset lifecycle and demonstrate responsible IT disposal practices
- ✓ Execute a comprehensive real-world IT project, demonstrating project planning, stakeholder communication, and delivery skills
- ✓ Prepare for industry-recognised certifications including ITIL 4 Foundation, AZ-900, AZ-104, AZ-700, and CompTIA Security+(Plus)



# Industry Certification Pathways

*This programme is designed to support participants in achieving the following industry certifications upon completion of the relevant modules:*

| Certification                                       | Supported by Module(s)                                                        |
|-----------------------------------------------------|-------------------------------------------------------------------------------|
| ITIL 4 Foundation                                   | (24hrs) IT Service Management and Help Desk Operations                        |
| Microsoft Azure Network Engineer Associate (AZ-700) | (48hrs) Advanced Network Administration                                       |
| Microsoft Azure Fundamentals (AZ-900)               | (40hrs) Cloud Computing                                                       |
| Microsoft Azure Administrator Associate (AZ-104)    | (40hrs) Cloud Computing                                                       |
| CompTIA Security+(Plus)                             | (24hrs) Cybersecurity Essentials<br>(32hrs) Cybersecurity and Ethical Hacking |



# Instructional Approach

*All modules are delivered using a blended instructional approach designed to build both theoretical understanding and practical competence. Key methods include:*

## **Interactive Lectures and Guided Demonstrations**

Trainer-led instruction supported by visual aids, live demonstrations, and worked examples to introduce concepts and connect theory to workplace practice.

## **Hands-On Lab Sessions**

Structured practical activities allow participants to apply skills directly in controlled environments using real hardware, virtual machines, and cloud platforms.

## **Scenario-Based Learning**

Participants engage with realistic workplace situations requiring analysis, decision-making, and problem resolution.

## **Case Study Discussions**

Real-world examples drawn from industry contexts deepen understanding and support evaluation of technical and strategic decisions.

## **Problem-Based Learning**

Participants work collaboratively to diagnose and resolve simulated IT issues, strengthening critical thinking and root-cause analysis skills

## **Collaborative Learning and Group Discussion**

Peer interaction and group work broaden perspectives and reinforce understanding through shared inquiry.

## **Practical Application and Skills Mastery**

Repeated practice across tasks and assessments builds confidence, accuracy, and workplace readiness.



# Programme **Outline**

## ➤ **Module 1: (8hrs) Introduction to Information Technology (IT)**

- Learning Unit 1: Overview of the IT Industry in Singapore and Job Roles
- Learning Unit 2: Basic Hardware Concepts
- Learning Unit 3: Basic Software Concepts
- Learning Unit 4: IT Overview / Glossary

## ➤ **Module 2: (24hrs) Understanding Computer Hardware & Peripherals**

- Learning Unit 1: Introduction to Computer Hardware
- Learning Unit 2: Identifying the Parts and Connectivity
- Learning Unit 3: PC Build-Up / Upgrading
- Learning Unit 4: BIOS and Process Flow of Booting

## ➤ **Module 3: (24hrs) Operating Systems and Desktop Support**

- Learning Unit 1: Introduction to Operating System
- Learning Unit 2: Installation and Configuration of Windows OS
- Learning Unit 3: Desktop Support Best Practices
- Learning Unit 4: Virtualised Environment and Hands-on Activity
- Learning Unit 5: Maintenance and Performance Optimisation
- Learning Unit 6: Security and Data Backup

## ➤ **Module 4: (24hrs) Network Fundamentals and Troubleshooting**

- Learning Unit 1: Introduction to Computer Networks
- Learning Unit 2: Network Types, Topologies, Protocols, Methodologies
- Learning Unit 3: Setup and Configure Small-Scale Network, and Troubleshoot Connectivity Issues
- Learning Unit 4: Network Simulation Software and Design

## ➤ **Module 5: (24hrs) Cybersecurity Essentials**

- Learning Unit 1: Summarising Fundamental Security Concepts
- Learning Unit 2: Comparing Threat Types
- Learning Unit 3: Explaining Appropriate Cryptographic Solutions
- Learning Unit 4: Implement Identity and Access Management
- Learning Unit 5: Maintain Enterprise Campus Network Architecture
- Learning Unit 6: Secure Cloud Network Architecture
- Learning Unit 7: Explain Resiliency and Site Security Concepts



# Programme **Outline**

## ► **Module 6: (16hrs) IT Troubleshooting and Problem Solving**

- Learning Unit 1: Introduction to Troubleshooting Process and Identifying Common IT Issues
- Learning Unit 2: Problem Analysis and Diagnosis
- Learning Unit 3: Hardware and Software Troubleshooting
- Learning Unit 4: Network Troubleshooting
- Learning Unit 5: Application Troubleshooting
- Learning Unit 6: Security Troubleshooting

## ► **Module 7: (24hrs) IT Service Management and Help Desk Operations (ITIL 4 Foundation)**

- Learning Unit 1: Key Concepts of Service Management
- Learning Unit 2: Key Concepts of ITIL 4
- Learning Unit 3: The Guiding Principles
- Learning Unit 4: ITIL 4 Management Practices

## ► **Module 8: (32hrs) Advanced Hardware and Software Troubleshooting**

- Learning Unit 1: Introduction to Advanced Troubleshooting
- Learning Unit 2: Advanced Hardware Troubleshooting Techniques
- Learning Unit 3: Advanced Software Troubleshooting Techniques
- Learning Unit 4: Diagnosis and Resolution of Complex Technical Problems
- Learning Unit 5: Overview of IT Asset Management (ITAM)

## ► **Module 9: (48hrs) Systems and Server Administration**

- Learning Unit 1: Introduction to Microsoft Server Environment
- Learning Unit 2: Server Installation
- Learning Unit 3: Deployment of Active Directory Domain Service (ADDS)
- Learning Unit 4: Deployment of DNS and DHCP
- Learning Unit 5: Deployment of Disks, File System and Storage Space
- Learning Unit 6: Deployment of Remote Access Services
- Learning Unit 7: Hyper-V in Windows Server
- Learning Unit 8: High Availability and Disaster Recovery

## ► **Module 10: (40hrs) Cloud Computing**

- Learning Unit 1: Introduction to Cloud Computing
- Learning Unit 2: Introduction to Cloud Virtual Network
- Learning Unit 3: Introduction to Cloud Storage
- Learning Unit 4: Introduction to Cloud Virtual Machines
- Learning Unit 5: Introduction to Cloud Monitoring



# Programme Outline

## ► Module 11: (48hrs) Advanced Network Administration

- Learning Unit 1: Azure Networking Fundamentals
- Learning Unit 2: Hybrid Connectivity and Security
- Learning Unit 3: Load Balancing and Application Delivery
- Learning Unit 4: Monitoring, Troubleshooting and Monitoring Workflow
- Learning Unit 5: Advanced Routing and Multi-Region Design

## ► Module 12: (32hrs) Cybersecurity and Ethical Hacking

- Learning Unit 1: Explain Vulnerability Management
- Learning Unit 2: Evaluate Network Security Capabilities
- Learning Unit 3: Assess Endpoint Security Capabilities
- Learning Unit 4: Enhance Application Security Capabilities
- Learning Unit 5: Explain Alerting and Monitoring Concepts
- Learning Unit 6: Analyse Indicators of Malicious Activity
- Learning Unit 7: Summarise Security Governance Concepts
- Learning Unit 8: Explain Risk Management Processes
- Learning Unit 9: Summarise Data Protection and Compliance Concepts

## ► Module 13: (16hrs) Emerging Technologies and Trends

- Learning Unit 1: What are Emerging Technologies
- Learning Unit 2: How to Approach Emerging Technologies
- Learning Unit 3: Exploration of Emerging Technologies in IT
- Learning Unit 4: Exploration of Digital Workplace Technologies
- Learning Unit 5: Scenario-Based Case Study

## ► Module 14: (20hrs) Capstone Project: Real-World IT Project

- Learning Unit 1: Scope Capstone Project
- Learning Unit 2: Documentation of Project
- Learning Unit 3: Performing Work and Managing Stakeholder Communication
- Learning Unit 4: Delivering the Outcomes to the Stakeholders
- Learning Unit 5: Reviewing Work Performed for Capstone



# Why Learn **From Us**

You will acquire extensive knowledge from highly experienced industry practitioners who develop and deliver top quality course content through experiential hands-on learning methodologies. What you can expect:



**Real world hands-on projects**



**Post-course coaching and mentorship**



**Comprehensive, up-to-date curriculum and courseware**



**Career Advisory and Resources Support Programme**

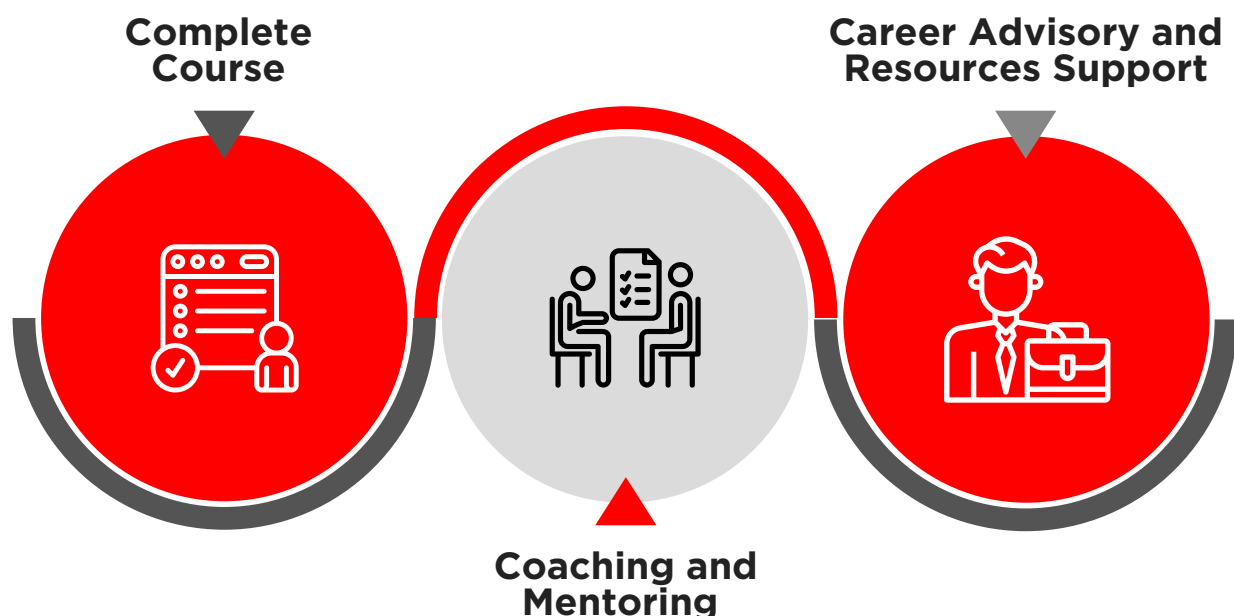
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- ✓ Instructors are subject matter experts
- ✓ Courseware is up-to-date
- ✓ Training is hands-on with real world project-based assignments
- ✓ Career Advisory and Resources Support Programme

## OTHER INSTITUTES

- ✗ Instructors may not have sufficient subject matter expertise
- ✗ Courseware may be outdated
- ✗ Curriculum and lesson plan may be unstructured and lack engagement
- ✗ Training may be loaded with lectures without opportunity to practice concepts taught
- ✗ No career services offered

# Post Course **Support**



# Programme Fee

**S\$17,821.50**

(inclusive of 9% GST)

## PROGRAMME FEE AFTER ELIGIBLE SWDA SUBSIDIES:

From **S\$2,076.45**

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

|  Self-Sponsored | Course Fee<br>before Subsidy and GST | Eligible Funding                | Nett Fees Payable<br>incl. 9% GST |
|--------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------|-----------------------------------|
| Singapore Citizens<br>≥ <b>40 years old</b>                                                      | S\$16,350.00                         | <b>90%</b> SkillsFuture Funding | S\$2,076.45                       |
| Singapore Citizens, PRs or LTVP+ Holders<br>≥ <b>21 years old</b>                                |                                      | <b>70%</b> SkillsFuture Funding | S\$5,346.45                       |

**SkillsFuture Credits** can be used on top of existing subsidies

|  Company-Sponsored    | Course Fee<br>before Subsidy and GST | Eligible Funding                | Nett Fees Payable<br>incl. 9% GST |
|---------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------|-----------------------------------|
| <b>Small-to-Medium Enterprise (SME)</b><br>Singaporean Citizens, PRs or LTVP+ Holders<br>≥ 21 years old | S\$16,350.00                         | <b>90%</b> SkillsFuture Funding | S\$2,076.45                       |
| <b>Non-SME</b><br>Singaporean Citizens, PRs or LTVP+ Holders<br>≥ 21 years old                          |                                      | <b>70%</b> SkillsFuture Funding | S\$5,346.45                       |
| <b>Non-SME</b><br>Singaporean Citizens<br>≥ 40 years old                                                |                                      | <b>90%</b> SkillsFuture Funding | S\$2,076.45                       |

Singapore Citizens 21 years old and above who meet special criteria\* may be eligible for Additional Course Fee Funding Support (AFS) of 95% Subsidy. AFS is only eligible for SkillsFuture Career Transition Programme applicants.

### Contact Us

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