List of Competencies for On-the-Job Training (OJT)
Work-Study Diploma in Cloud Management & Operations (Infrastructure Support)

Note: LOC is subject to changes due to curriculum review/ development

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
1	Manage Operating System	
2	Set up Operating System Services	
3	Provide Operating System Maintenance	
4	Implement basic network infrastructure	
5	Configure Network	
6	Provide Network Maintenance	
7	Set Up Virtualisation Environment	
8	Deploy Virtual Machine	
9	Manage Resource Utilisation	
10	Set Up Virtual Machine	
11	Set Up Cloud Service	
12	Manage Cloud Service	
13	Install desktop software	
14	Perform software hardening	
15	Perform post installation testing	
16	Perform mobile computing devices OS management	
17	Perform mobile computing devices support and maintenance	
18	Perform basic mobile computing devices security hardening	
19	Perform service level management	
20	Perform IT asset management	
21	Perform change management	
22	Perform incident logging	
23	Perform incident classification for diagnosis	
24	Perform problem resolution and reporting	
	Sub-total of Competencies (Standard)	
List of Competencies (Company-specific)		
1		
2		

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
3		
4		
5		
6		
	Sub-total of Competencies (Company-specific)	

Note:

a) Company must be able to provide OJT for at least **75%** of the List of Competencies (Standard).

b) If company is unable to meet the 75%, please propose alternate **course-related** competencies which are unique to company operations. Alternate competencies are capped at 25%.
[i.e. 50% of the list of competencies (standard) + 25% alternate competencies (Company-specific)].

c) All alternate competencies (Company-specific) must be reviewed and endorsed by ITE.

d) Trainees must receive OJT and be assessed for **All** competencies selected in this List.

Total no. of competencies selected by company for OJT

Total no. of competencies listed *(standard & company specific)*

Percentage of selected competencies

Completed By:

_____   _____
Name   **Company**

MODULE SYNOPSIS – WSDip in Cloud Management& Operations (Infrastructure Support Specialisation)

Course Objective

The course equips trainees with the skills, knowledge and professional attributes to support IT system infrastructure, end-user computing devices, as well as to perform IT service operations and incident management to ensure smooth running of the IT systems for business operations.

Modules Synopsis

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.

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

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.

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.

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

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.

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.

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

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.

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.

TRAINING PATTERN SCHEDULE

WSDip in Cloud Management & Operations (Infrastructure Support Specialisation)

Block Release - Trainees attend daily lessons at ITE for a continuous period and then resume the next block of OJT at the workplace.

April Intake	April – June	July – September	October – December	January – March
1st Year Off-JT @ ITE	**9 Weeks Block Training** **5 days/week at ITE College**	**On-the-Job Training (OJT)** **Full Time in Company**	**On-the-Job Training (OJT)** **Full Time in Company**	**On-the-Job Training (OJT)** **Full Time in Company**

April Intake	April – June	July – September	October – December	January – March
2nd Year Off-JT @ ITE	**On-the-Job Training (OJT)** **Full Time in Company**	**9 Weeks Block Training** **5 days/week at ITE College**	**On-the-Job Training (OJT)** **Full Time in Company**	**9 Weeks Block Training** **5 days/week at ITE College**

April Intake	April – June	July – September	
3rd Year Off-JT @ ITE	**On-the-Job Training (OJT)** **Full Time in Company**	**On-the-Job Training (OJT)** **Full Time in Company**	WSDip Programme Start: 1 April End: 30 September Duration: 2.5 years ⚠️ **Final results release may be later than programme end date**