

STANDARD OJT LIST OF COMPETENCIES

Course Title: Work-Study Diploma in Cloud Management & Operations – Infrastructure Support specialisation

S/N	List of Competencies (Standard)	Company to indicate '✓' it is able to 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	
	Total No. of Competencies (Standard) that Company can provide	
S/N	Company-Specific Competencies	
1.		
2.		
3.		
4.		
5.		
	Total No. of Company-Specific Competencies Proposed	

Note: Competencies proposed by company must be endorsed by ITE.