
SYLLABUS FOR BOARD OF STUDIES ADOPTION — generated from the live catalogue record

IT Service Management and Support Engineering

S-02B · 3 days (configurable 1–5 days) · Informatics · Infrastructure · Years: 2nd, 3rd, PG

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OVERVIEW

Ticketing, incident and change management, SLAs, and a simulated service desk exercise.

IT support and service-desk roles are among the highest-volume entry points into the industry; students who know ITIL processes and can run a ticket to resolution are hire-ready.

HOURS AND CREDIT POSITION

Contact hours: 24 Guided project: 6 Self-study: 0 Notional total: 30

Credit claim: 1

30 notional hours ÷ 30 hours per credit (NSQF track, UGC Micro-credentials Guidelines §5.3.3) = 1 credits.

COURSE OUTCOMES

CO1. Describe the IT service management lifecycle and its core processes (K2)

CO2. Apply incident categorisation and prioritisation to a support ticket (K3)

CO3. Conduct a root-cause analysis for a recurring problem (K4)

CO4. Interpret an SLA and report performance against its targets (K4)

CO5. Resolve a set of tickets in a simulated service desk within SLA (K3)

COURSE CONTENT — MODULES

Hours shown are the recommended format; module time scales proportionally when the engagement runs 1–5 days.

Module 1 — Service management foundations (4h recommended)

Theory: Service lifecycle, ITIL concepts, roles and responsibilities

Lab: Map a service to its lifecycle stages

Output: Service map

Module 2 — Incident management (4h recommended)

Theory: Logging, categorisation, prioritisation, escalation

Lab: Categorise and prioritise a ticket queue

Output: Triaged queue

Module 3 — Problem and change management (4h recommended)

Theory: Root-cause analysis, change control, the change advisory board

Lab: Run a root-cause analysis on a recurring issue

Output: Root-cause report

Module 4 — Service levels (4h recommended)

Theory: SLAs, OLAs, metrics, reporting

Lab: Interpret an SLA and report against it

Output: SLA report

Module 5 — Support tooling (4h recommended)

Theory: Ticketing systems, knowledge base, remote support

Lab: Work tickets in a ticketing tool

Output: Resolved ticket log

Module 6 — Service desk simulation (4h recommended)

Theory: End-to-end ticket handling under service levels

Lab: Run a live simulated service desk

Output: Simulation performance record

ASSESSMENT SCHEME (100 MARKS)

Continuous lab exercises — 40 marks

Capstone project & demonstration — 40 marks

Quiz & viva voce — 20 marks

CO-PO MAPPING

CO1 !' PO1 (strength 2)

The service lifecycle is the foundational knowledge of the role.

CO2 !' PO2 (strength 2)

Triage is problem analysis under process rules.

CO3 !' PO4 (strength 2)

Root-cause analysis is structured investigation.

CO4 !' PO2 (strength 2)

Interpreting service data is analysis.

CO5 !' PO10 (strength 2)

Running a service desk is professional communication.

EVERY PARTICIPANT RECEIVES

- Certificate of completion
- Course material
- LMS access
- Interview question bank
- Mock interview & viva practice
- Optional nasscom NSQF assessment (priced per candidate on your quotation)

FEE

¹1,800 per student, incl. GST

Excludes the optional nasscom assessment where offered. Final pricing on your college's quotation.

DESIGNED BY

Venkat Kurela — Founder & Director, Kurela Cognisive Private Limited