



1.	Course title	Internet Infrastructure management
2.	Course code	ИТ-И-10
3.	Semester	9
4.	Unit offering the course	Faculty of Computer Science and Engineering
5.	ECTS	6
6.	Goals of the study programme	
	Upon completion of the course it is expected that the student will understand how to manage the basic operational components, processes, equipment, data, human resources and external contacts needed to efficiently manage the Internet infrastructure under his/her authority.	
7.	Contents of the study programme	
	Needs and tasks of infrastructure management. IT Management Architecture. Managing the Internet network infrastructure, system configuration and storage infrastructure. Categories interconnectivity and interrelationships. Programatic control of the quality of service. Using standard protocols for management higher level organization practices, ITIL, using shared resources. Performance management: latency and capacity issues. Management software and network control. Security and management. Control access mechanisms. Infrastructure management tools.	