

IT - Information Technology Enabled Services

Introduction of the Sector

In today's digital era Information and Communication Technology have become one of the basic requirements of society. It is difficult to think of any event without the use of digital devices. ITeS sector includes IT services, engineering design, R & D services and BPO services. IT includes a wide variety of operations that uses information technology to improve the efficiency of any organization. ITeS services are delivered over telecom or data network to a range of external business areas. The changing economic and business conditions, rapid technological innovation, the proliferation of the internet and globalization are creating an increasingly competitive environment.

The role of technology has evolved from supporting corporations to transforming them. All these factors have made IT-ITeS a competent vertical among others.

Diploma In Computer Applications (DCA)

The Diploma program is aimed at training candidates for the job of Helpdesk Executive, Service Desk Executive, Technology Support Executive, IT Support Executive, and Helpdesk Coordinator in IT and ITES sector.

The course will also deal with basic windows OS operation and management, working in and as a team, handle extremely stressful conditions and sharpen the decision making capabilities.

The Diploma program will provide a Platform for learner to start working in key areas of Industry

It helps in Developing Basic computer skills in students. It will provide an exposure of the IT Environment. The program will help in Learning Practical knowledge about computer and will make a candidate Job Ready for IT Industry

The broad objectives of the course would be to create ready-to-be-employed workforce of computer technicians, who would be:

Having a sound knowledge of the basic protocols and procedures of functioning of the hard disc.

Trained and skilled to execute the activities with strict adherence to rules and safety measures and execute the procedures with expertise

Equipped with the right set of aptitudes and attitudes that would make them all encompassing Diploma in Computer Applications(DCA)

Employability/Skill enhancement

Undergoing the Diploma in Computer Applications will give the students, an upper hand in comparison to others as they will receive additional specialized training as follows:

Basic understanding of computer and its terminology

To Manage, co-ordinate and resolve incidents as quickly as possible at primary support level.

To deal with basic service requests and incidents at the IT helpdesk

To build and maintain positive and effective relationships with customers

Problem-solving approaches in different situations

To plan and organize work in order to complete it to the required standards on time.

Analyze inputs from appropriate people to identify, resolve and record design defects and inform future designs

Develop basic programming structures to implement functionality in line with requirements defined in

BRS/URS, SRS and HLD

Review codes and UTCs & execute UTCs for documenting results.

Career Prospects

Starting from networking & internetworking fields to the software designing industry, a DCA pass out can get placed in any position like computer operator, software designer, basic programmer and basic code designer.

Semester I – 24 Weeks – Classroom + Industrial Training + Project Work

Subject Code	Title	Theory	Practical	Credits	Hours
PGDCA101	Fundamentals of Computers and Information Technology	2	-	2	30
PGDCA102	Operating System- Windows	2	-	2	30
PGDCA103	Office Automation	2	-	2	30
PGDCA104	Basics of HTML and CSS	2	-	2	30
PGDCA105	Database management systems	2	-	2	30
PGDCA106	Accounting and Financial Management	2	-	2	30
PGDCA-IT1	Industrial Training	-	12	12	360
PGDCA-PW1	Project Work	-	6	6	180
Total		12	18	30	720

Semester II – 24 Weeks – Classroom + On-the-Job Training (OJT) + Project Report

Subject Code	Title	Theory	Practical	Credits	Hours
PGDCA201	Advance Office Automation	2	-	2	30
PGDCA202	Web application development with ASP.NET MVC & C#	2	-	2	30
PGDCA203	Fundamentals of E-Commerce	2	-	2	30
PGDCA204	Web Marketing Analytics	2	-	2	30
PGDCA205	Search Engine Optimization	2	-	2	30
PGDCA206	Work Management and Health & Safety at work place	2	-	2	30
PGDCA-IT2	Industrial Training	-	12	12	360
PGDCA-PW2	Project Work	-	6	6	180
Total		12	18	30	720

Programme fees: Rs. 36,000/-per annum

Examination fees: Rs.1,600/- per semester and Rs. 3200 per annum

Caution Deposit (Refundable): Rs.5000