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| COURSE | Name | : Performance Management |
| | Code | : EE185565 |
| | Credit(s) | : 2 |
| | Semester | : (Elective Course) |

Description of Course

This course discusses the basic concept of ICT services, ICT services vs Demand, standards of system reliability and quality of information technology services, including voice, data and video in the network; business and management to maintain the reliability of infrastructure, network, system and application/software, and the quality of information technology services, performance measurement and reporting, optimization in planning, information technology service management framework.

Learning Outcomes

Knowledge

(P02) Mastering engineering concepts and principles to develop the necessary procedures and strategies for systems analysis and design in the areas of power systems, control systems, multimedia telecommunications, electronics, intelligent multimedia network, or telematics.

Specific Skill

(KK01) Being able to formulate engineering problems with new ideas for the development of technology in power systems, control systems, multimedia telecommunications, electronics, intelligent multimedia network, or telematics.

General Skill

(KU11) Being able to implement information and communication technology in the context of execution of his/her work.

Attitude

(S09) Demonstrating attitude of responsibility on work in his/her field of expertise independently.
(S12) Working together to be able to make the most of his/her potential.

Course Learning Outcomes

Knowledge

Mastering the principles and concepts of standard of system reliability and quality of information technology services, including voice, data and video in the network; business and management to maintain the reliability of infrastructure, network, system and application / software, and the quality of information technology services, performance measurement and reporting, optimization in planning, information technology service management framework.

Skill

Able to explain the principle and concept of system reliability and quality of information technology services, including voice, data and video in the network; business and management to maintain the reliability of infrastructure, network, system and application / software, and the quality of information technology services, performance measurement and reporting, optimization in planning, information technology service management framework.

Main Subjects

1. ICT services and Demand
2. System reliability and quality of ICT services
3. Including voice, data and video in the network
4. Management of the reliability of infrastructure, network, system and application / software,
5. Management the quality of information technology services
6. Performance measurement and reporting
7. Optimization in planning of ICT services
8. Information technology service management framework.

Reference(s)

- [1] Lazzaroni, Massimo, Reliability Engineering Basic Concepts and Applications in ICT, 2011
- [2] Martin L. Shooman, Reliability of Computer Systems and Networks, John Willey & Sons, 2002
Janice Reynold
- [3] Michael Tortorella, Reliability, Maintainability, and Supportability: Best Practices for Systems Engineers, Wiley, 2015
- [4] Paul L Della Maggiora et al, Performance and Fault Management, Cisco Press, 2000

Prerequisite(s)

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