

# BACCALAUREUS TECHNOLOGIAE: INFORMATION TECHNOLOGY: SUPPORT SERVICES

Qualification code: BTIP05 - NQF Level 7

Campus where offered: Soshanguve South Campus

## Important notification to new applicants:

Students who intend to enrol for this qualification should take note that no new applications will be accepted as from 2020. Potential students are advised to consult the University's website for possible new qualifications which are aligned with the newly-implemented Higher Education Qualification Sub-Framework.

## REMARKS

- a. *Admission requirement(s):*  
A National Diploma: Information Technology: Support Services or an equivalent qualification from a South African university.  
  
Holders of any other equivalent South African or international qualification may also be considered, see Chapter 1 of Students' Rules and Regulations.
- b. *Selection criteria:*  
Admission is subject to selection.
- c. *Minimum duration:*  
One year.
- d. *Presentation:*  
Day classes offered on Saturdays, offered over a period of one and a half years (please see Rule 8.4.1 of Students' Rules and Regulations for information on duration). If fewer than 15 students are enrolled for a specific subject, the Department may decide not to offer the subject.
- e. *Intake for the qualification:*  
January and July.
- f. *Re-registration:*  
A student may re-register for the subject Project IV only with the permission of the Head of Department. The purpose of the re-registration is to provide students with an opportunity to complete the Project only, and not to redo it, should they fail the subject.
- g. *Exclusion and readmission:*  
See Chapter 2 of Students' Rules and Regulations.
- h. *Recognition of Prior Learning (RPL), equivalence and status:*  
See Chapter 30 of Students' Rules and Regulations.
- i. *Subject credits:*  
Subject credits are shown in brackets after each subject.

Key to asterisks:

- \* Information does not correspond to information in Report 151.  
(Deviations approved by the Senate in November 2008, May 2011 and March 2013.)

## CURRICULUM

### FIRST OR SECOND SEMESTER

CODE	SUBJECT	CREDIT	PREREQUISITE SUBJECT(S)
ADS401T	Advanced Support Services IV (second-semester subject)	(0,100)	



HCI401T	Human Computer Interface Design IV	(0,100)	
ITA401T	Information and Technology Management IV	(0,100)	
PAJ411G	Principles of Research IV*	(0,100)	Principles of Research IV
PJT411F	Project IV	(0,200)	
PJT415R	Project IV (re-registration)	(0,000)	
SUS401T	Support Services IV (first-semester subject)	(0,100)	

**plus three of the following subjects. All subjects are offered as determined by the Head of the Department:**

BAB401T	Business Fundamentals IV	(0,100)
DBS401T	Database Systems IV (first-semester subject)	(0,100)
DEG401T	Data Engineering IV* (first-semester subject)	(0,100)
DPY401T	Decision Support Systems IV* (second-semester subject)	(0,100)
ITU401T	Information Security IV (second-semester subject)	(0,100)
KNM401T	Knowledge Management IV	(0,100)
PJG401C	Project Management IV	(0,100)
STV401B	Strategic Information Systems IV	(0,100)

TOTAL CREDITS FOR THE QUALIFICATION: **1,000**

### SUBJECT INFORMATION (OVERVIEW OF SYLLABUS)

The syllabus content is subject to change to accommodate industry changes. Please note that a more detailed syllabus is available at the Department or in the study guide that is applicable to a particular subject. On 02 August 2018, the syllabus content was defined as follows:

#### A

##### **ADVANCED SUPPORT SERVICES IV (ADS401T)**

**1 X 3-HOUR PAPER**

*(Subject custodian: Department of Information Technology)*

The subject covers the application of PowerShell (a scripting language) on Windows Server Operating Systems as an effective tool/mechanism for the network administration. Network administrators can script and automate their day-to-day administrative tasks within and remotely. (Total tuition time: ± 36 hours)

#### B

##### **BUSINESS FUNDAMENTALS IV (BAB401T)**

**1 X 3-HOUR PAPER**

*(Subject custodian: Department of Informatics)*

Business analysis is critical in identifying the business needs of end users and other stakeholders to determine the appropriate solution to a business problem. Focus is primarily on business analysis, and discusses how to obtain success in business analysis. Six business analysis knowledge areas are discussed in detail. On successful completion of this subject, the student will be able to: specify and model requirements for an IT business solution, investigate business problem or opportunity within an organisation, analyse and document solution requirements for an IT organisation and support project manager throughout solution development, implementation and testing to ensure that requirements are met. (Total tuition time: ± 54 hours)



**D****DATA ENGINEERING IV (DEG401T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Computer Science)**

The aim of this subject is to address the issues of data representation for data mining. Objectives: On completion of this subject, students should be able to prepare and process data for meaningful interpretations. Key topics: data engineering models, data mining tool, normalisations and redistributing variables, introduction to Neural network. (Total tuition time: ± 40 hours)

**DATABASE SYSTEMS IV (DBS401T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Computer Science)**

This subject assumes knowledge of databases and builds on this existing database knowledge by presenting database design and technology concepts. Fundamental database concepts are covered as well as relational database models and normalisation; entity-relationship modelling; transaction management and concurrency control; distributed database management systems; object-orientated databases; client/server systems; data warehousing, data mining and also databases in electronic commerce. (Total tuition time: ± 40 hours)

**DECISION SUPPORT SYSTEMS IV (DPY401T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Computer Science)**

The subject focuses on decision support systems and business intelligence, human decision making processes, decision making, systems, modeling and support, decision support systems concepts, methodologies and technologies, modeling and analysis, data mining for business intelligence, artificial neural networks for data mining, text and web mining, data warehousing and the CART algorithm. (Total tuition time: ± 40 hours)

**H****HUMAN COMPUTER INTERFACE DESIGN IV (HCI401T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Computer Science)**

Students gain knowledge and skills required for designing interactive products to support the way they communicate and interact in their everyday and working life. Students should know how to generate user requirement, design, evaluate and implement interactive computing systems for human use with other human factors and ergonomics. The subject's main topics include: the use of general HCI principles to design screens for Windows application and for the Web; understanding users and user-centered design; identifying needs and establishing requirements; doing conceptual design, prototyping and construction of human computer interfaces for different types of users. (Total tuition time: ± 40 hours)

**I****INFORMATION AND TECHNOLOGY MANAGEMENT IV (ITA401T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Informatics)**

This subject provides concepts and frameworks for understanding the potential impact of Information Technology (IT) on business strategy and performance. The subject focuses on the implications of increased digitisation for defining business strategies and operating models, and explores the roles of both general managers and IT executives in using IT to achieve operational excellence and business agility. On successful completion of this subject, the student will be able to develop an IT Strategy for a digital enterprise; evaluate how IT will shape future businesses and the contribution of enterprise architecture; evaluate the risk and benefits of digitised processes and compare strategically whether to perform those processes internally or externally; assess the impact of globalisation; motivate why some firms are better able to convert their IT investments into business value; and implement steps to ensure effective IT decision making. (Total tuition time: ± 54 hours)

**INFORMATION SECURITY IV (ITU401T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Information Technology)**

Encryption and decryption algorithms, protocols, operating systems, databases and network security. (Total tuition time: ± 40 hours)



**K****KNOWLEDGE MANAGEMENT IV (KNM401T)**  
**(Subject custodian: Department of Informatics)****1 X 3-HOUR PAPER**

This subject is aimed at extending the skills of the students by introducing students to the various Knowledge Management concepts, design, implementation and management of KNM systems, as well as an overview of challenges that organisations face during the implementation of KNM initiatives. As the economy increasingly moves towards a knowledge-based economy, the ability to manage knowledge becomes a matter of competitive survival for organisations. Principles and practice of knowledge management in organisations, therefore, become the focal point of this subject. On completion of the subject, students will be able to identify and apply the theoretical and practical knowledge management principles to address management pitfalls, manage these knowledge management challenges; and implement the relevant knowledge management steps to ensure success within the context of the organisation. (Total tuition time: ± 54 hours)

**N****NETWORKS IV (NWS421T)****1 X 3-HOUR PAPER****(Subject custodian: Department of Information Technology)**

A study of advanced network management. (Total tuition time: ± 36 hours)

**P****PRINCIPLES OF RESEARCH IV (PAJ411G)****CONTINUOUS ASSESSMENT****(Subject custodian: Department of Information Technology)**

This subject prepares students to obtain the necessary skills in doing proper research to deliver a proper researched report. The subject also looks at the basics of paradigms, methodologies, and techniques of research in the behavioural sciences, and their application in information technology. On completion of the subject, students will be able to apply the basic paradigms, methodologies and techniques; apply different methodologies in different scenarios; recommend which data collection technique is necessary; apply correct research methods in the ICT environment, and apply the appropriate tools for collecting data in the ICT environment. Project topics and research questions in line with the Department niche area. (Total tuition time: ± 54 hours)

**PROJECT IV (PJT411F/PJT415R)****CONTINUOUS ASSESSMENT****(Subject custodian: Department of Information Technology)**

This subject is an IT project that includes IT research and writing a research report. On completion of the subject, students will be able to apply the research and presentation skills obtained in Principles of Research, apply the correct Harvard reference method, demonstrate writing skills, and demonstrate research skills according to the project topics and research questions in line with the Department niche area. (Total tuition time: ± 26 hours)

**PROJECT MANAGEMENT IV (PJM401C)****1 X 3-HOUR PAPER****(Subject custodian: Department of Informatics)**

This subject aims to enhance students' knowledge of Project Management. The student who successfully completes this subject must be able to apply project management skills to any IT related project. On completion of the subject, students will be able to define, facilitate, document, and manage the project requirements for information technology project, construct the relevant template based on industry-accepted standards, apply the appropriate techniques that are geared to significantly improve requirements, collection and documentation; and explore the roles of various players (project leaders, business analysts, client advocates, and customers) in determining the success of the requirements definition for IT projects. (Total tuition time: ± 54 hours)

**S****STRATEGIC INFORMATION SYSTEMS IV (STV401B)****1 X 3-HOUR PAPER****(Subject custodian: Department of Informatics)**

This subject deals with knowledge engineering and technologies underpinning knowledge systems, such as decision support systems, group support systems, expert systems, data warehousing, data mining, document management and information searches. It also looks at the concepts, tools and technologies used to support decision making, with emphasis on DSS, BI, Data mining, Data warehousing, use of Web technologies, and Knowledge management implementation, potential and challenges. On completion of this subject, students will be able to examine the decision making process; propose the various technologies that can be implemented; and assess the potential and challenges of DSS, BI and knowledge technologies within an organisation. (Total tuition time: ± 54 hours)



**SUPPORT SERVICES IV (SUS401T)****1 X 3-HOUR PAPER*****(Subject custodian: Department of Information Technology)***

This subject introduces the student to scripting technology in the Windows environment. One of the most basic functions of a Windows Server administrator is managing network access. Every day, users need to access the network to share files, print documents and access the Internet. It describes scripting solutions and technologies for Windows environment. This subject covers some topics listed in the international MCSE exam objectives for 70-411 and it contains practical information for the working secure server administration. Upon successful completion of this subject, students will be able to administer Windows Server 2012 and Active Directory using both Power Shell and Graphical User Interface (GUI). (Total tuition time: ± 36 hours)

