

# PROGRAMME PROJECT REPORT (PPR)

## Diploma in IT Enabled Services (DITES)

### 1. Introduction about the Programme

A Diploma in IT Enabled Services (ITES) is a Programme designed to equip students with the skills and knowledge needed to excel in the dynamic field of Information Technology (IT) services. ITES encompasses a broad range of services that leverage technology to enhance business processes and improve overall efficiency. This diploma Programme is typically structured to provide a comprehensive understanding of various IT-enabled services, preparing students for roles in the rapidly evolving IT industry.

### 2. Programme Mission & Objectives

#### 2.1 Mission Statement

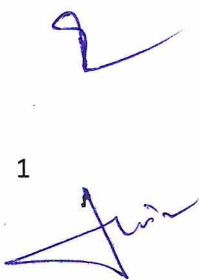
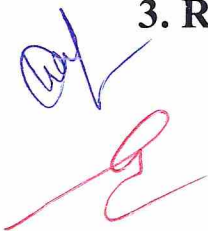
To empower students with the skills required to contribute effectively to the IT services industry. This includes understanding the fundamentals of IT, mastering key technologies, and developing proficiency in delivering services that utilize IT solutions.

#### 2.2 Objectives

The Programme has been framed to achieve the following main objectives:

- To develop an understanding and knowledge of fundamental concepts in Computer Science and IT.
- To provide students with practical, hands-on experience in IT tools and techniques.
- Enhance communication skills necessary for effective interaction with clients, customers, and team members.
- To prepare students for employment by focusing on skills demanded by the IT services industry.
- To develop a global perspective by understanding the international landscape of IT-enabled services.

### 3. Relevance of the Programme



Monika  
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The relevance of a diploma in IT enabled services Programme is significant in today's digital age where the reliance on technology and interconnected systems has increased exponentially. This diploma Programme is typically structured to provide a comprehensive understanding of various IT-enabled services, preparing students for roles in the rapidly evolving IT industry.

#### 4. Prospective Target Group

- Having passed 10+2 in any Stream or the equivalence examination or the higher examination from the recognized Board/University.
- Having passed 2 Years ITI Programme in any trade after Matriculation from Punjab State Board of Technical Education & Industrial Training, Chandigarh or such examination from any other recognized State Board of Technical Education.
- Having passed 3 Years Diploma in any stream after Matriculation from Punjab State Board of Technical Education & Industrial Training, Chandigarh or such examination from any other recognized State Board of Technical Education.

Learners with above said eligibility may join this course to improve their knowledge, skills, employability, and entrepreneurship ability. The working persons and who cannot study through regular mode can continue their education through this open learning mode.

#### 5. Appropriateness of the Programme

The Programme will provide academic continuity to the learning community and will facilitate continuous professional development for the employees and entrepreneurs across the country and Punjab state, in particular. The Programme aims to reach the learners who are distant and those lacking access. To reach the unreached, the courses' instructions and specially prepared study material in the form of printed notes and audio-video lessons to the learners will be delivered at their door steps through postal correspondence and digital media like e-mail, website etc. Limited face-to-face contact sessions will be held at Learner Support Centres (LSC) set up by the university as close as possible to the learner's home. Communication with the university and interaction between the teacher and the learners will be further facilitated using electronic media options like telephone, e-mails, chat sessions, video conferencing and tele conferencing, if and when required. All of these characteristics will help learners to engage in relevant, purposeful and interesting lessons.

Apart from this, the learners will have the advantage to study at their own pace and convenience as the Programme can be completed in the time span ranging from one year to two years.

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The multiple exit and enter option for learners is facilitated. Learners are allowed to exit the Programme after the six months obtained at least 20 credits with a relevant certificate and re-enter the same programme at a later time.

## 6. Instructional Design

**Annexure-A (Course Scheme of Diploma in ITES)**

**Annexure-B (Syllabi of Diploma in ITES)**

## 7. Procedure for Admissions

Notifications regarding admission will be published in the leading national and regional newspapers. In addition to this, all the required information will be updated regularly on the university website

**7.1 Programme Duration:** 1 Year to 2 Years

**7.2 The Medium of Examination:** English

### 7.3 Eligibility:

- Having passed 10+2 in any Stream or the equivalence examination or the higher examination from the recognized Board/University.
- Having passed 2 Years ITI Programme in any trade after Matriculation from Punjab State Board of Technical Education & Industrial Training, Chandigarh or such examination from any other recognized State Board of Technical Education.
- Having passed 3 Years Diploma in any stream after Matriculation from Punjab State Board of Technical Education & Industrial Training, Chandigarh or such examination from any other recognized State Board of Technical Education.

### 7.4 Total Programme Fee:

Fee Head Details	Semester-1	Semester-2
Registration/ Continuation Fee	300	300
Tuition Fee	--	--
Examination Fee	1400	1400
I.T. and other	1100	1100

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Charges		
Security Fee (Refundable)	--	--
Total Fee (Rs.)	2800	2800

## 7.5 Instructional Delivery Mechanisms:

The Programme has been designed with the aim to reach the distant and those lacking access to a regular mode of education. The courses' instructions and specially prepared study material will be made available through Learner Support Centres (LSCs) and digital media like e-mail, website etc. Limited face to face contact sessions will be held at the study centers set up by the university as close as possible to the learner's home. Communication with the university and interaction between the teacher and the learners will be further facilitated using electronic media options like telephone, e-mails, chat sessions, video conferencing and tele conferencing, if and when required.

Besides this, Counseling Sessions will be held at all the LSCs regularly during weekends. The university will also conduct live/virtual classes for learners using modern ICT methods. However, to ensure learner participation and interaction, online classes will be blended with face to face discussions and meetings with the learners.

## 8. Evaluation

The learners' progress is measured through the means of continuous evaluation and end semester examinations.

### 8.1 Continuous Internal assessment through assignments

Assignments help the learners to recapitulate the theory and go back to the text again in case they are unable to answer a particular question. Thus, assignments also help to reinforce learning in distance and open learning system of education. The assignments will consist of a set of questions and activities that have to be answered by the Programme participants by remaining at their own place.

Two assignments will be submitted for a 4 credits course and one assignment will be submitted by the learner for a 2 credits course. The assignments will cover all or any types of questions (long answer type, short answer type, objective type, multiple choice questions and case studies).

Learners will be required to obtain 40% marks as pass percentage in each assignment separately. In the final result, assignments will carry 30% weightage.

## 8.2 Semester End Examination

Semester end examination is the major component of the evaluation system and carries 70% weightage in the final result. The university will conduct end semester examination twice a year i.e., in June and in December. The learners can take the examination only after the completion of the course, failing which they can take the same in December or June of subsequent years but within the total span of the Programme. In case any student fails to get a passing score in the semester end examination, they will be eligible to reappear in the next semester end examination for that course as and when it is held but within the total span of the Programme only.

In order to claim Certificate/Diploma in ITES, the learner is required to score at least 40% marks in both continuous evaluations (i.e.in assignments) as well as in semester end examinations separately.

## 8.3 Updated Notification for the Learners

The information regarding the university policies and procedures, academic activities like assignment submissions, question papers, results and other notices related to examination and evaluation will be uploaded on the official website of the university.

## 9. Laboratory Support

Modernize Computer Labs at the Learner Support Centres (LSCs) will be provided with all latest computers and software required for this Programme.

## 10. Library Resources

The students may avail the library facilities at their Learner Support Centres (LSCs).

## 11. Cost Estimation

The cost of the Programme will be as per the fee decided upon.

## 12. Quality Assurance Mechanism

The university has constituted a "Centre of Internal Quality Assurance (CIQA) as per UGC (Open and Distance Learning) Regulations, 2020.



  
Monika  
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### 13. Programme Outcomes (POs)

*Programme: Diploma in ITES*

Programme Outcomes (POs)	
On successful completion of this Programme, the students will be able to:	
PO1	Develop a strong foundation in IT fundamentals
PO2	Enhance communication skills necessary for effective interaction with clients, customers, and team members.
PO3	Cultivate problem-solving skills relevant to IT services scenarios.
PO4	Learn to adapt to new tools and technologies used in IT-enabled services.
PO5	Gain basic knowledge of project management methodologies and their application to IT services.
PO6	Gain ability for employment by focusing on skills demanded by the IT services industry.
PO7	Gain ability for continuous learning and professional development.
PO8	Recognize the importance of a customer-centric approach in IT-enabled services, with the ability to meet and exceed customer expectations.

### 14. Programme Specific Outcomes (PSOs)

*Programme: Diploma in ITES*

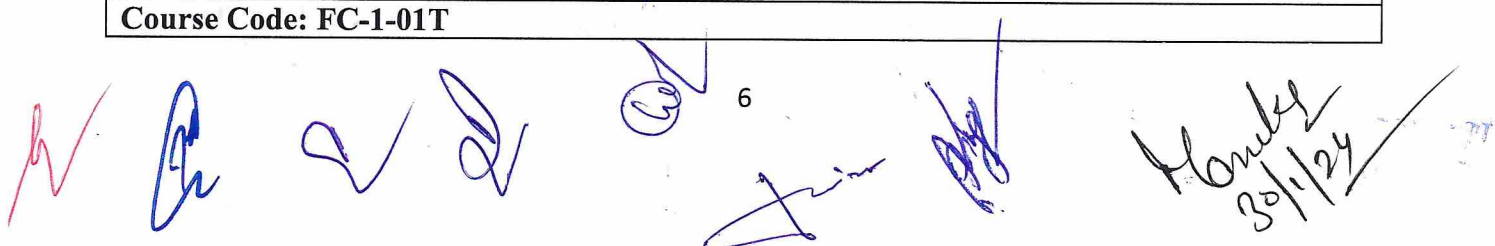
Programme Specific Outcomes (PSOs)	
On successful completion of this Programme, the students will be able to:	
PSO1	Gain proficiency in using relevant software and tools commonly employed in IT-enabled services.
PSO2	Acquire knowledge of the key principles, processes, and best practices in ITES.
PSO3	Develop professional communication etiquette and customer service skills.
PSO4	Understand ethical considerations and legal implications in IT-enabled services, ensuring responsible and compliant professional behavior.
PSO5	Understand the various types of IT-enabled services, including Business Process Outsourcing (BPO), Knowledge Process Outsourcing (KPO), and Legal Process Outsourcing (LPO).

### 15. Course Outcomes (COs)

Course Outcomes (COs) of Courses of Semester-1

Course#1

Course: Fundamentals of Computer
Course Code: FC-1-01T


  
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<b>Course Outcomes (COs)</b>	
After the completion of this course, the students will be able to:	
CO1	Learn the basic knowledge of computer hardware and software
CO2	Get basic knowledge of number system
CO3	Gain knowledge of computer languages such as machine language, assembly language, high level language, 4GL.
CO4	Learn hands on experience with operating systems
CO5	Learn the computer networks, Information Technology and Society

### Course#2

<b>Course: E-Governance</b>	
<b>Course Code: EG-2-02T</b>	
<b>Course Outcomes (COs)</b>	
After the completion of this course, the students will be able to:	
CO1	Develop deep understanding about E-Governance and E-Government
CO2	Understand different E-Governance models and infrastructure development
CO3	Critically analyze E-Governance in Administration.
CO4	Participate in E- Governance activities.
CO5	Utilization of information technology to avail public services

### Course#3

<b>Course: Office Automation Tools</b>	
<b>Course Code: OAT-1-03T</b>	
<b>Course Outcomes (COs)</b>	
After the completion of this course, the students will be able to:	
CO1	Demonstrate proficiency in using office suite applications such as Microsoft Office for Word Processing.
CO2	Demonstrate proficiency in using office suite applications such as Microsoft Office for Power Presentations.
CO3	Demonstrate proficiency in using office suite applications such as Microsoft Office for Spread Sheets.
CO4	Understand and utilize electronic signature tools such as DocuSign or Adobe Sign for digitally signing documents.
CO5	Familiarity with Video conferencing software for online meetings and webinars.

### Course#4

<b>Course: Office Automation Tools Lab</b>	
<b>Course Code: OAT-1-03P</b>	
<b>Course Outcomes (COs)</b>	
After the completion of this course, the students will be able to:	

CO1	Create and format various types of documents using word processing software.
CO2	Apply styles, formatting, and templates to enhance document appearance.
CO3	Create, edit, and format spreadsheets for data management and analysis using tools like Microsoft Excel.
CO4	Develop effective presentation skills using presentation software (e.g., Microsoft PowerPoint).
CO5	Enhance communication skills through effective use of email, instant messaging, and other communication tools.

## Course Outcomes (COs) of Courses of Semester-2

### Course#5

<b>Course: Basic Communication Skills</b>	
<b>Course Code: BCS-2-01T</b>	
<b>Course Outcomes (COs)</b>	
After the completion of this course, the students will be able to:	
CO1	Gain competence in verbal and non-verbal communication
CO2	Increase comprehension levels
CO3	Use language for effective communication
CO4	Understand the processes of communication
CO5	Overcome barriers in communication

### Course#6

<b>Course: Fundamentals of Digital Marketing</b>	
<b>Course Code: FDM-1-02T</b>	
<b>Course Outcomes (COs)</b>	
After the completion of this course, the students will be able to:	
CO1	Recall the fundamental concepts and principles of digital marketing
CO2	Demonstrate an understanding of the digital market evolution, social media strategy, content creation, and engagement
CO3	Apply knowledge of digital marketing concepts and manage digital advertising campaigns on platforms like Google Ads and social media.
CO4	Evaluate the impact of digital marketing on various industries and businesses, while developing digital marketing strategy aligned with business goals.
CO5	Explore strategies for marketing on mobile devices, including mobile advertising and app marketing.

### Course#7

<b>Course: Computer Programming</b>	
<b>Course Code: CP-1-02T</b>	
<b>Course Outcomes (COs)</b>	



After the completion of this course, the students will be able to:	
CO1	Develop the ability to analyze problems, design algorithms, and implement solutions using C/C++ programming, showcasing proficiency in algorithmic problem-solving skills.
CO2	Implement and manipulate fundamental data structures such as arrays, linked lists, stacks, queues, trees, and hash tables in C/C++, demonstrating competence in choosing and utilizing appropriate data structures for different scenarios.
CO3	Gain expertise in handling exceptions, debugging C/C++ code, and implementing error-handling strategies to create robust and reliable programs.
CO4	Understand and apply principles of multithreading and concurrency in C/C++, including synchronization mechanisms, thread communication, and concurrent programming, showcasing the ability to develop efficient and responsive applications.
CO5	Familiarize oneself with common C++ frameworks gaining an understanding of how frameworks can streamline development and improve code organization and maintainability.

## Course#8

<b>Course: Computer Programming Lab</b>	
<b>Course Code: CP-1-02P</b>	
<b>Course Outcomes (COs)</b>	
After the completion of this course, the students will be able to:	
CO1	Demonstrate proficiency in C/C++ programming by successfully designing, coding, and debugging Java applications to solve a variety of programming problems.
CO2	Implement and manipulate fundamental data structures, such as arrays, linked lists, stacks, and queues, showcasing the ability to choose and apply appropriate data structures based on problem requirements.
CO3	Apply object-oriented programming principles effectively, demonstrating the ability to design and implement classes, encapsulate data, utilize inheritance and polymorphism, and create reusable and modular code.
CO4	Develop strong algorithmic problem-solving skills by designing and implementing efficient algorithms to solve programming challenges, demonstrating an understanding of algorithm complexity and optimization.
CO5	Gain competence in error handling and debugging C/C++ code, utilizing debugging tools and techniques to identify and resolve errors effectively, thereby producing robust and error-free programs.