



LEARNING MANAGEMENT SYSTEM (LMS)
DEPARTMENT OF HISTORY, HERITAGE & TOURISM STUDIES
COURSE: HTA
B.VOCATION

SEM-I : FUNDAMENTALS OF TOURISM

UNIT	TOPICS	E-CONTENT
UNIT-1 Introduction	Tourism Definition and scope	https://youtu.be/j5mwls0vK7E
	Tourism Evolution development.	NIOS https://nios.ac.in > media > 337_Tourism_Eng_L1 PDF https://www.slideshare.net
UNIT-2 Facets of Culture	Language, Literature, Dress and Ornaments, Food and Health System -	Facets Of Indian Culture PDF By KalpanaRajaram... https://www.sschindi.com >
UNIT-3 Types of Transportation	Roadways- Railways- Air Ways- Waterways	Transport System in India - https://unacademy.com >
UNIT-4 Forms of Tourism:	Inbound & out bound tourism Domestic- International- Tourism	eGyanKosh https://egyankosh.ac.in >
UNIT-5 Types of Tourism	Religious tourism, Heritage tourism, ethnic tourism, adventure Tourism, rural tourism, eco-tourism, medical or health or wellness tourism	Types of Tourism in India https://www.eoiriyadh.gov.in > Tourism IHM Notes https://www.ihmnotes.in > Sem-1



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SEM-I FUNDAMENTALS OF HOSPITALITY

UNIT	TOPICS	E-CONTENT
UNIT-1 Introduction	Meaning, concept, origin and development of hospitality industry.	https://youtu.be/jjib9grFcMM (Introductory to Hospitality Industry in Tourism)
	Famous hotel chains in India and worldwide	www.slideshare.net/GautamKumar143/major-hotel-chains
	Facilities provided in hotels	https://www.slideshare.net/thieyhadeetiyyulm-ustika/hotel-services-facilities
UNIT-2 The important functional departments of the hotel	Hotel Organization Chart	http://www.orgcharting.com hotel-organizational-chart
UNIT-3 Room Types & Tariffs	Types of rooms	https://www.slideshare.net/JohnEdwardEstay/o/types-of-hotel-rooms https://www.slideshare.net/sapnil/different-types-of-room-in-hotels
	Classification of hotels	CLASSIFICATION OF HOTELS - IHM Notes https://www.ihmnotes.in PDF
UNIT-4 Role of Front Office	Role of Front Office	eGyanKosh https://egyankosh.ac.in › https://www.slideshare.net/JohnEdwardEstay/o/introduction-to-front-office
UNIT-5 Communication Fundamentals	Telephone etiquettes	https://www.slideshare.net/drangelosmith/telephone-etiquettes-40860185
	Important terminology used in hotels	https://www.guestline.com › PDF Hotel Operations Glossary - https://www.academia.edu ›



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SEM-II : CULTURAL HERITAGE OF INDIA

UNIT-1 Introduction	Indian Culture and Heritage	INDIAN CULTURE AND HERITAGE - eGyanKosh https://egyankosh.ac.in > bitstream
	UNESCO Heritage Sites and Monuments	https://www.slideshare.net/theotherhome/unesco-world-heritage-sites-in-india-8426285 India - UNESCO World Heritage Convention https://whc.unesco.org >
UNIT-2 Religions of Indian	Hinduism	https://www.slideshare.net/srgeorgi/hinduism-slides
	Buddhism	https://www.slideshare.net/srgeorgi/buddhism-slides-66407166
	Jainism	https://www.slideshare.net/cduleba/jainism-3616979
UNIT-3 Facets of Indian Culture	Language, Literature, Dress and Ornaments, Food and Health System	https://www.sschindi.com >
UNIT-4 Indian Architecture	History-of-Indian-architecture	https://www.slideshare.net/Bekark/history-of-indian-architecture
UNIT-5 Introduction to Culture and Heritage Tourism	Culture and Heritage Tourism	https://youtu.be/_W_ZeQx9_1I



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SEM-II : TOURISM PRODUCTS

UNIT-1 Introduction to Tourism Products	Characteristics of Tourism Products	https://youtu.be/LGExi3LIBAc
	Components	https://www.slideshare.net/Vitchetduoi2987/components-of-tourism-37416837
UNIT-2 Nature based Tourism Products	Landscapes, Mountains, Hills, Valleys, Caves, rocks, Deserts. Lakes, rivers, waterfalls, beaches and wildlife.	The nature-based tourism product. //www.nmbu.no › PDF
UNIT-3 Culture and Tradition Based Tourism Products	Culture and Tradition Based Tourism Products	https://www.sschindi.com › https://youtu.be/_W_ZeQx9_1I
UNIT-4 Recreation and Entertainment Based Tourism Products		https://www.slideshare.net/crisedren8884/actions-entertainment-recreation-and-other-sectors-tourism https://www.slideshare.net/pieceoflovee/adventure-and-outdoor-recreation-trm101
UNIT-5 World Heritage sites in India	Latest list	https://www.slideshare.net/theotherhome/unesco-world-heritage-sites-in-india-8426285 India - UNESCO World Heritage Convention https://whc.unesco.org ›



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SEM-II : FOUNDATION COURSE IN FRONT OFFICE

UNIT-1 The Hospitality Industry	Meaning, concept, origin hospitality industry.	https://youtu.be/jjib9grFcMM (Introductory to Hospitality Industry in Tourism)
	Famous hotel chains in India and worldwide	www.slideshare.net/GautamKumar143/major-hotel-chains
UNIT-2 Front Office	Role of Front Office	eGyanKosh https://egyankosh.ac.in › https://www.slideshare.net/JohnEdwardEstay/introduction-to-front-office
	Qualities Required For Front Office Staff	https://www.slideshare.net/Praveen11771/attributes-of-a-fo-personnel
UNIT-3 Front Office Organization	Front Office Organization chart	https://www.slideshare.net/indianchefrecipe/front-office-organisation-80859423
UNIT-4 The Front Desk	The Front Desk	http://uru.ac.in › Hospitality Management › Front... PDF
UNIT-5 The Accommodation	Latest list	https://www.slideshare.net/Praveen11771/room-tariff-in-hotels



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SEM-III: TOURISM GEOGRAPHY

UNIT-1: Geography of Tourism	Concept & definition	https://baou.edu.in › pdf ›
	Continents & Oceans	https://ncert.nic.in › textbook › pdf ›
	International Date line	https://www.slideshare.net/princesam907/time-zones-and-international-date-line-idl
	Longitudes & Latitudes	https://www.slideshare.net/guestfeb483d0/latitude-and-longitude-2000535
	Air Ports names and codes	https://www.skycargo.com › media › global-airport-...PDF
UNIT-2: Various Physiographic regions of the world & India	Physiographic regions of the world & India	https://www.shivajicollege.ac.in ›
UNIT-3: Architectural Heritage of India		https://www.slideshare.net/Bekark/ history-of-indian-architecture
UNIT-4: Pilgrimage Destinations of India	Ashtadasa-Shakti-Peethas 12-jyotirlingas-of-india Secular Tourism destinations	https://www.scribd.com/doc/242107060/Ash-tadasa-Shakti-Peethas https://www.slideshare.net/parvthepanther/12-jyotirlingas-of-india https://www.aicte-india.org ›
UNIT-5: Tourist Attractions Globe	Tourist Attractions in USA	https://www.slideshare.net/traveoport/14-top-rated-tourist-attractions-in-the-usa
	Tourist Attractions in European Countries	https://www.slideshare.net/maochoa35/tourism-in-europe-presentation
	Tourist Attractions in Australia	https://www.slideshare.net/parramiss/australia-a-presentation-11593615/Attraction
	Tourist Attractions in Asia	https://www.slideshare.net/claieresac/asia-world-tourism



SEM III: TOURISM MARKETING

UNIT-1: Introduction	Concept & definition	Marketing Definition by Philip Kotler and Peter F Drucker https://www.businessmanagementideas.com
	Tourism Marketing	https://tourismnotes.com › tourism-marketing
UNIT-2: Understanding Market	Special Features of marketing Buyer decision process	https://youtu.be/K1P85nJNWCs https://en.wikipedia.org › wiki ›
UNIT-3: Market Segmentation	Market Segmentation	https://www.slideshare.net/sriprasadnavulla/market-segmentation-ppt-49489547
	Marketing Mix	https://www.slideshare.net/kamrulpanna/marketing-mix-45892961
UNIT-4: Tourism marketing related services	Tourism marketing related services	https://www.slideshare.net/JHBlue/tourism-marketing-28432159 https://www.cabi.org ›
Unit-5: Promotion	Developing Marketing Skills for Tourism	Developing Marketing Skills for Tourism Technology in ... https://gacbe.ac.in › pdf ›
	Promotion of Tourism Marketing	https://www.slideshare.net/JHBlue/tourism-promotion-28432196



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SEM III: FOUNDATION COURSE IN HOUSE KEEPING

UNIT-1: Introduction	Introduction to Hotels and its departments	https://www.slideshare.net/beansomoray/hotel-departments-38239421
UNIT-2: Introduction to Housekeeping	layout of housekeeping department	https://www.slideshare.net/VarunSinghania1/detailed-layout-of-housekeeping-department https://www.slideshare.net/gorkhalitsuraz/housekeeping-department-of-hotel
UNIT-3: Coordination & Control	Housekeeping control desk	https://www.slideshare.net/SomnathMaity2/house-keeping-desk-control
	Files and registers	https://badianhotel.com ›
UNIT-4: Organising Cleaning	Amenities & Facilities for Standard & VIP Guest Rooms	https://www.ihmnotes.in PDF
	Deep Cleaning	https://www.slideshare.net/DeepClean/falkor-deep-clean-presentation
	Second Service, Turn down service	https://www.hotellerie-restauration.ac-versailles - https://www.ihmnotes.in ›
	Cleaning Resources	https://www.tutorialspoint.com › pdf
UNIT-5: Communication Fundamentals	Telephone etiquettes	https://www.slideshare.net/drangelosmith/telephone-etiquettes-40860185
	Personal Hygiene	https://www.slideshare.net/ulfatamin/personal-hygiene-ppt-83869308



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SEM-IV: PERSONALITY SKILLS FOR TOURISM

UNIT-1 Introduction to Personality Development	Personality Development	https://www.slideshare.net/nancyprasannajos/eph/ppt-personality-development-25838717
	personality-definition-determinants-and-elements	https://www.slideshare.net/parveenwrites/
UNIT-2 Soft Skills	Importance of Soft skills	https://www.slideshare.net/ShabnamYadav8/importance-of-soft-skills-250955799
	Importance of corporate culture	https://www.slideshare.net/Yuvarajah/corporate-culture-5344549
UNIT-3 Professionalism	Professionalism	https://www.slideshare.net/rbdwyer001/professionalism-46668614
	Professionalism in the Workplace.	https://sites.rowan.edu › PPT
	group-discussion	https://www.slideshare.net/sekharkls/group-discussion-ppt
	Presentation skills and techniques	https://www.slideshare.net/biadoll123/effective-presentation-skills-29762969
	communication-body-language	https://www.slideshare.net/wicaksana/communication-body-language
	impression-management -	https://www.slideshare.net/yash231192/impression-management-25885236
UNIT-4 Business Reports	Business Reports	https://www.slideshare.net/zailunnito/business-report-writing-75682762
	Business Proposals	https://venngage.com ›
UNIT-5 Cross Cultural Communication	Cross Cultural Communication	https://www.slideshare.net/SherinThomas34/crosscultural-communication-67734980
	Cultural and Business Etiquette Around the World	Cultural and Business Etiquette Around the World Viva Books https://vivabooksindia.wordpress.com ›



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SEM-IV: TOURISM & HOSPITALITY INSTITUTIONS

UNIT-1 International Tourism Institutions	UnWTO	https://www.slideshare.net/vaibhavmakwana3/world-tourism-organization-119021591
	PATA	https://www.slideshare.net/JincyRaj4/pata-ppt
	WTTC	https://www.slideshare.net/Ravikant1993/2570-46887685
UNIT-2 National Tourism Institutions	Ministry Of Tourism	https://tourism.gov.in
	ITDC	https://www.slideshare.net/viveksingh968/itdc-94679812
	TATI	https://www.slideshare.net/santoshchaudhary20/role-of-taai-in-the-tourism-industry
	IATO	https://www.slideshare.net/noufalnaheemk/iato-66946285
UNIT-3 International Hospitality Institutions	IITA	https://www.ittaindia.com
	IHRA	https://www.slideshare.net/rfMr1/ihra
	HSMIA	https://www.slideshare.net/MikeRosenberg/hsmia-10-steps-presentation
	IHRA	https://www.slideshare.net/rfMr1/ihra
Unit-4 National Hospitality Institutions	FHRAI	https://www.slideshare.net/sangeetarani9/itft-fhrai
	HAI	https://www.slideshare.net/ksp_mta/hai-hotel-association-of-india-by-kalyan-s-patil
	NCHMCT	http://nchm.nic.in
Unit-5 Other Tourism & Hospitality related Institutions: (India Convention Promotion Bureau)	WFTG	https://www.slideshare.net/charliezabala7/tour-guiding-43376353
	TFGI	Tourist Guides' Federation of India https://www.tgfi.org.in
	ICPB	India Convention Promotion Bureau: Home - ICPB https://icpb.in
	ICCA	ICCA - International Congress and Convention Association https://www.iccaworld.org



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SEM-5 : TOURISM & HOTEL ETHICS AND LAWS

UNIT-1 Tourism & Hotel Ethics And Laws	Defining ethics and its significance in tourism	Global Code of Ethics for Tourism, UNWTO https://www.unwto.org
	Ethics of Tourism	https://www.slideshare.net/shahrukhkh/ethics-in-tourism
UNIT-2 Laws related to the Hotels	Laws related to the Hotels and Hospitality Industry of India	Laws related to the Hotels and Hospitality Industry of India https://enterslice.com
UNIT-3 Special permits to restricted areas for foreign tourist in India	Special permits to restricted areas for foreign tourist in India	Protected and Restricted Areas - Ministry of Home Affairs https://www.mha.gov.in
UNIT-4 Law designed for Adventure Tour operation	Law designed for Adventure Tour operation	Adventure Tour Operator - Ministry Of Tourism https://tourism.gov.in
UNIT-5	Travel Insurance	https://www.slideshare.net/insuringindia1/w/hat-is-travel-insurance-61738781
	Consumer Protection Act	https://www.slideshare.net/vijayyadav107/co/sumer-protection-act-80098278
	Passport	https://www.slideshare.net/sanjeeverma29/p/assports-act
	VISA	https://www.slideshare.net/altacitglobal/visa-indian-context
	The Ancient Monuments Preservation Act	https://www.slideshare.net/leolukose3/the-ancient-monuments-preservation-act



SEM-5 TOURISM COMMUNICATION SKILLS

UNIT-1 Tourism Communication Skills	Soft Skills	https://www.slideshare.net/ANBUANJALAIYAPPAN/introduction-of-soft-skills
UNIT-2 Non verbal Communication	Nonverbal- Communication Skills	https://www.slideshare.net/waqasdilasa/nonverbal-communication-8696831
	Business Etiquettes	https://www.slideshare.net/monikasingh129/business-etiquettesppt
	Social Etiquette	https://www.slideshare.net/jatinasclay/english-presentation-45923368
UNIT-3 Intra- organisation Business Communication s	Intra- organisation business communications	https://www.slideshare.net/Libcorpio/intra-and-inter-organizational-systems-239766487 Inter-communication vs. Intra-communication https://hospitalityforpbl.wordpress.com
UNIT-4 Technical skills for Tourism & Hospitality	Technical skills for Tourism & Hospitality	Hospitality and tourism skills - EHL Insights https://hospitalityinsights.ehl.edu
UNIT-5 Communication activities-	Leadership	https://www.slideshare.net/gayatrishelke94/leadership-ppt-presentation
	Communication activities	Communication Activities, Exercises, and Games https://positivepsychology.com
	Motivation activities	https://www.slideshare.net/BeberlyFabayos/motivational-activity



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SEM-5 HOTEL CAPTAIN

UNIT-1 Hotel Industry	Hospitality Industry	https://youtu.be/jjib9grFcMM
	Food & Beverage services	https://www.slideshare.net/SandeepGupta159/food-and-beverage-service-ppt
	Taking and processing orders	https://www.slideshare.net/NavinRajSaroj1/order-processing-61717805
UNIT-2 Serving the orders	Clean tables and counters	https://www.slideshare.net/philipjaysoltura/cleaning-and-sanitizing-40279365
	Serving food and beverage	https://www.slideshare.net/FerdiansyahSukarno/taking-beverage-order
	glassware, service ware and cutlery	https://www.slideshare.net/Edgardsouza24/food-service-equipments
	suitable for menu choices	https://www.slideshare.net/martianne21/menu-131667438
	beverage delivery	https://www.slideshare.net/ashish2509/liquor-delivery-app-presentation
UNIT-3 Deal with customer payment	Deal with customer payment	https://www.slideshare.net/ei_skola/methods-of-payment-78402337
	Customer Complaints	Customer Complaints https://blog.hubspot.com/service
UNIT-4 Hotel Captain	Hotel Captain	https://www.slideshare.net/Praveen11771/hotel-bell-desk
	Food and Beverage Operations	Food and Beverage Operations PowerPoint PPT ... https://www.powershow.com
UNIT-5 Inventory Staff	Inventory Staff	https://www.slideshare.net/anoos/inventory-management-1202646
	Communication activities	Communication Activities, Exercises, and Games https://positivepsychology.com
	Motivation activities	https://www.slideshare.net/BeberlyFabayos/motivational-activity



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SEM-5 MEETING, CONFERENCE AND EVENT PLANNER

UNIT-1 Meeting, Conference and Event Planner	Introduction to Event Planning	https://institute-of-event-management.com
	MICE	https://www.slideshare.net/jigisjig/chapter-1-introduction-to-mice
	the-5-cs-of-event-management	https://www.slideshare.net/GlobalExpertSystems/
	Broad classification of Events	Classification of events // www.infinievent.in >
UNIT-2 Event Venues	Event Venues	https://www.slideshare.net/mervynmaicoaldana/lesson-7-event-venues
	check-in and check-out procedures	Stages of The Guest Check-In Procedure [With Flowchart] https://setupmyhotel.com >
	social etiquette	https://www.slideshare.net/jatinasclay/english-presentation-45923368
UNIT-3 Event Cost	Event Cost	Estimate Your Event Budget - Weemss https://weemss.com >
UNIT-4 Organise the event	Organise the event	https://www.wildapricot.com >
	Trade shows and exhibitions	https://www.slideshare.net/workhelpaccount/trade-shows-amp-sponsor-organisations
UNIT-5 Incentive Tour	Incentive Tour	https://www.slideshare.net/corporate-rewards/top-5-benefits-to-using-incentive-travel
		Communication Activities, Exercises, and Games https://positivepsychology.com >
	Information Communication Technology (ICT).	https://www.slideshare.net/Vijirayar/information-and-communication-technology-in-education-57360802



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SEM-6 TOURISM RESOURCES IN INDIA

UNIT-1 Tourism Resources in India	Architectural Heritage of India	https://www.slideshare.net/vrajpatel18/architectural-heritage-of-india
	Types of Tourism	Types of Tourism in India https://www.eoiriyadh.gov.in › Tourism IHM Notes https://www.ihmnotes.in › Sem-1
	Islamic-Architecture-In-India	https://www.slideshare.net/yashbaradia5/islamic-architecture-in-india-124647647
	World Heritage Sites in India	https://www.slideshare.net/theotherhome/unesco-world-heritage-sites-in-india-8426285 India - UNESCO World Heritage Convention https://whc.unesco.org ›
UNIT-2 Pilgrimage Destinations of India	Jyotirlingas of Lord Shiva	https://www.slideshare.net/seogauravk/12-jyotirlingasof-lord-shiva
	18 Shakti peetas	https://www.slideshare.net/JulieBinderMaitra1/shakti-pithas-in-india
	Haridwar	https://www.slideshare.net/hamzaaaaaah/haridwar-30764421
UNIT-3 Secular Destinations of India	Buddhism	https://www.slideshare.net/srgeorgi/buddhism-slides-66407166
	Jainism	https://www.slideshare.net/cduleba/jainism-3616979
	Christianity	https://www.slideshare.net/SonuBorkar/tourist-places-of-india-9125140
UNIT-4 Natural Resources	Wildlife sanctuaries	https://www.slideshare.net/GhassanHadi/wildlife-sanctuaries-41220873
	National parks	https://www.slideshare.net/Meghaaaaaaaaaa/national-parks-of-india-ppt
	Beaches in India	https://www.slideshare.net/pskhalsa/beaches-in-india
	hill-stations-in-india	https://www.slideshare.net/tourmyindia/popular-hill-stations-in-india
UNIT-5 Museums and Art Galleries	Museums	https://www.slideshare.net/sunilraj कुमार888/top-mus
	Art galleries	https://www.slideshare.net/indianartideasartgallery/all-about-indian-art-galleries



SEM-6 HOUSEKEEPING SUPERVISOR

UNIT-1: Introduction	Introduction to Hotels and its departments	https://www.slideshare.net/beansomoray/hotel-departments-38239421
UNIT-2: Introduction to Housekeeping	layout of housekeeping department	https://www.slideshare.net/VarunSinghania1/detailed-layout-of-housekeeping-department https://www.slideshare.net/gorkhalitsuraz/housekeeping-department-of-hotel
UNIT-3: Coordination & Control	Housekeeping control desk	https://www.slideshare.net/SomnathMaity2/house-keeping-desk-control
	Files and registers	https://badianhotel.com ›
UNIT-4: Organising Cleaning	Amenities & Facilities for Standard & VIP Guest Rooms	https://www.ihmnotes.in PDF
	Deep Cleaning	https://www.slideshare.net/DeepClean/falkor-deep-clean-presentation
	Second Service, Turn down service	https://www.hotellerie-restauration.ac-versailles https://www.ihmnotes.in ›
	Cleaning Resources	https://www.tutorialspoint.com › pdf
UNIT-5: Communication Fundamentals	Telephone etiquettes	https://www.slideshare.net/drangelosmith/telephone-etiquettes-40860185
	Personal Hygiene	https://www.slideshare.net/ulfatamin/personal-hygiene-ppt-83869308



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SEM-6 EVENT MANAGEMENT

UNIT-1 Event Management	Introduction to Event	https://institute-of-event-management.com
	MICE	https://www.slideshare.net/jigisjig/chapter-1-introduction-to-mice
	the-5-cs-of-event-management	https://www.slideshare.net/GlobalExpertSystems/
	Broad classification of Events.	Classification of events //www.infinievent.in >
UNIT-2 Event Venues	Event Venues	https://www.slideshare.net/mervynmaicoaldana/lesson-7-event-venues
	check-in and check-out procedures	Stages of The Guest Check-In Procedure [With Flowchart] https://setupmyhotel.com >
	social etiquette	https://www.slideshare.net/jatinasclay/english-presentation-45923368
UNIT-3 Event Cost	Event Cost	Estimate Your Event Budget - Weemss https://weemss.com >
UNIT-4 Organise the event	Organise the event	https://www.wildapricot.com >
	Trade shows and exhibitions	https://www.slideshare.net/workhelpaccount/trade-shows-amp-sponsor-organisations
UNIT-5 Incentive Tour	Incentive Tour	https://www.slideshare.net/corporate_reward/top-5-benefits-to-using-incentive-travel
		Communication Activities, Exercises, and Games https://positivepsychology.com >
	Motivation activities-	https://www.slideshare.net/BeberlyFabayos/motivational-activity



SEM-6 ECO-TOURISM

UNIT-1 Eco Tourism	Introduction	https://www.slideshare.net/roomhouse/ecotourism-in-india
	Types of Environment	https://www.slideshare.net/rokonuzzaman75/types-of-environment
UNIT-2 Environmental Pollution	Air pollution	https://www.slideshare.net/moliabdu/air-pollution-52969463
	Noise-pollution	
	Water pollution	https://www.slideshare.net/aprildawncudo/water-pollution-ppt-24842111
	Depletion of ozone layer	https://www.slideshare.net/KirtiGupta59/presentation-on-ozone-depletion-66218134
UNIT-3 Eco-tourism-growth	Eco-tourism-growth	https://www.slideshare.net/AndrewMyrthong/ecotourism-57238509
	Eco-Tourists	http://www.ecoindia.com >
UNIT-4 Eco-tourism Resources in India	Caves in India	https://www.slideshare.net/AshutoshPrakash3/amazing-caves-of-india
	Biosphere Reserves	https://www.slideshare.net/goodmoments/biosphere-reserves
	Wildlife sanctuaries	https://www.slideshare.net/GhassanHadi/wildlife-sanctuaries-41220873
	National parks	https://www.slideshare.net/Meghaaaaaaa/national-parks-of-india-ppt
UNIT-5 Eco-tourism Planning	Eco-tourism Planning	http://videa.ca >
	Marketing Strategies of Eco Tourism	https://kb.psu.ac.th > psukb >