



Teaching Guide

Identifying Data					2014/15
Subject (*)	Calidade na Xestión TIC	Code	614G01211		
Study programme	Grao en Enxeñaría Informática				
Descriptors					
Cycle	Period	Year	Type	Credits	
Graduate	1st four-month period	Curso adap. Enx. Téc. Informática	Obligatoria	6	
Language	GalicianEnglish				
Prerequisites					
Department	Electrónica e Sistemas				
Coordinador	Padron Gonzalez, Emilio Jose	E-mail	emilio.padron@udc.es		
Lecturers	Padron Gonzalez, Emilio Jose	E-mail	emilio.padron@udc.es		
Web					
General description	Introdución á xestión de servizos TIC dentro do contorno dunha organización. Prestarase especial atención ás recomendacións ITIL.				

Study programme competences

Code	Study programme competences
A52	Capacidade para comprender o contorno dunha organización e as súas necesidades no ámbito das tecnoloxías da información e as comunicacións.
A53	Capacidade para seleccionar, deseñar, despregar, integrar, avaliar, construír, xestionar, explotar e manter as tecnoloxías de hardware, software e redes dentro dos parámetros de custo e calidade adecuados.
A56	Capacidade para seleccionar, despregar, integrar e xestionar sistemas de información que satisfagan as necesidades da organización, cos criterios de custo e calidade identificados.
A58	Capacidade para comprender, aplicar e xestionar a garantía e seguranza dos sistemas informáticos.
B1	Capacidade de resolución de problemas
B2	Traballo en equipo
B3	Capacidade de análise e síntese
B4	Capacidade para organizar e planificar
B7	Preocupación pola calidade
B8	Capacidade de traballar nun equipo interdisciplinar
B9	Capacidade para xerar novas ideas (creatividade)
C1	Expresarse correctamente, tanto de forma oral coma escrita, nas linguas oficiais da comunidade autónoma.
C2	Dominar a expresión e a comprensión de forma oral e escrita dun idioma estranxeiro.
C4	Desenvolverse para o exercicio dunha cidadanía aberta, culta, crítica, comprometida, democrática e solidaria, capaz de analizar a realidade, diagnosticar problemas, formular e implantar solucións baseadas no coñecemento e orientadas ao ben común.
C6	Valorar criticamente o coñecemento, a tecnoloxía e a información dispoñible para resolver os problemas cos que deben afrontarse.
C7	Asumir como profesional e cidadán a importancia da aprendizaxe ao longo da vida.
C8	Valorar a importancia que ten a investigación, a innovación e o desenvolvemento tecnolóxico no avance socioeconómico e cultural da sociedade.

Learning outcomes

Subject competencies (Learning outcomes)	Study programme competences		
Understand the complexity of service management	A52	B1 B3 B7 B8	C1 C2 C4 C6



Understand the context of an organization and its IT necessities	A52 A56	B1 B3 B4 B7	C1 C2 C4 C6 C7 C8
Capacity to design, deploy and manage an IT Service	A53 A56	B1 B2 B3 B4 B7 B8 B9	C1 C2 C4 C6 C8
Capacity to manage the warranty and security of computer systems	A58	B1 B2 B3 B4 B7	C1 C2 C4 C6 C8

Contents	
Topic	Sub-topic
Introduction	IT and organizations Service Management
Good Practices in Service Management	General ideas Introduction to ITIL v3
The Service Lifecycle	Service Lifecycle Service Strategy Service Design Service Transition Service Operation Continual Service Improvement
Service Design	General concepts and definitions Key principles and models Processes
Service Transition	General concepts and definitions Key principles and models Processes
Service Operation	General concepts and definitions Key principles and models Processes Functions
Service Strategy	Introduction Processes
Continual Service Improvement	Key principles and definitions Processes

Planning			
Methodologies / tests	Ordinary class hours	Student?s personal work hours	Total hours
Guest lecture / keynote speech	20	54	74



Problem solving	10	27	37
Supervised projects	10	27	37
Objective test	2	0	2
Personalized attention	0		0

(*)The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies	
Methodologies	Description
Guest lecture / keynote speech	Theoretical contents
Problem solving	Analysis of practical cases
Supervised projects	Preparation and defense of a work related to ITSM
Objective test	Written exam to assess the theoretical contents

Personalized attention	
Methodologies	Description
Guest lecture / keynote speech Problem solving Supervised projects	Students will have personalized attention in all the stages of learning, both practical and theoretical.

Assessment		
Methodologies	Description	Qualification
Objective test	Assessment of the theoretical contents	40
Problem solving	Assessment of putting into practice the acquired knowledge	40
Supervised projects	Preparation and defense of works about the contents in this subject	20

Assessment comments
Part time students will have convenient assessment regarding timetables and face-to-face tests.

Sources of information	
Basic	<ul style="list-style-type: none"> - Brady Orand (2011). Foundations of IT Service management with ITIL 2011. CreateSpace - Peter Farenden (2011). ITIL for dummies. Oxford : John Wiley & Sons - Office of Government Commerce (2012). Passing your ITIL Foundation exam. The Stationery Office
Complementary	<ul style="list-style-type: none"> - Cabinet Office (2011). ITIL Continual Service Improvement. TSO (The Stationery Office) - Cabinet Office (2011). ITIL Service Design. TSO (The Stationery Office) - Cabinet Office (2011). ITIL Service Operation. TSO (The Stationery Office) - Cabinet Office (2011). ITIL Service Strategy. TSO (The Stationery Office) - Cabinet Office (2011). ITIL Service Transition. TSO (The Stationery Office)

Recommendations
Subjects that it is recommended to have taken before
Subjects that are recommended to be taken simultaneously
Calidade en Sistemas de Información/614G01044 Aseguramento da Calidade/614G01223
Subjects that continue the syllabus
Xestión de Proxectos/614G01021
Other comments



(*)The teaching guide is the document in which the URV publishes the information about all its courses. It is a public document and cannot be modified. Only in exceptional cases can it be revised by the competent agent or duly revised so that it is in line with current legislation.