UNIVERSIDADE DA CORUÑA

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 hárdware, sóftware 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 enfrontarse.
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	C1
		B3	C2
		B7	C4
		B8	C6

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

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	- 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	- 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