



| 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 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<br>B3<br>B7<br>B8 |



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

| Contents                             |   |
|--------------------------------------|---|
| Topic                                | Sub-topic   |
| Introduction                         | IT and organizations<br>Service Management  |
| Good Practices in Service Management | General ideas<br>Introduction to ITIL v3  |
| The Service Lifecycle                | Service Lifecycle<br>Service Strategy<br>Service Design<br>Service Transition<br>Service Operation<br>Continual Service Improvement |
| Service Design                       | General concepts and definitions<br>Key principles and models<br>Processes  |
| Service Transition                   | General concepts and definitions<br>Key principles and models<br>Processes  |
| Service Operation                    | General concepts and definitions<br>Key principles and models<br>Processes<br>Functions   |
| Service Strategy                     | Introduction<br>Processes   |
| Continual Service Improvement        | Key principles and definitions<br>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<br>Problem solving<br>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 |   |
|------------------------|---|
| <b>Basic</b>           | <ul style="list-style-type: none"> <li>- Brady Orand (2011). Foundations of IT Service management with ITIL 2011. CreateSpace</li> <li>- Peter Farenden (2011). ITIL for dummies. Oxford : John Wiley &amp; Sons</li> <li>- Office of Government Commerce (2012). Passing your ITIL Foundation exam. The Stationery Office</li> </ul>   |
| <b>Complementary</b>   | <ul style="list-style-type: none"> <li>- Cabinet Office (2011). ITIL Continual Service Improvement. TSO (The Stationery Office)</li> <li>- Cabinet Office (2011). ITIL Service Design. TSO (The Stationery Office)</li> <li>- Cabinet Office (2011). ITIL Service Operation. TSO (The Stationery Office)</li> <li>- Cabinet Office (2011). ITIL Service Strategy. TSO (The Stationery Office)</li> <li>- Cabinet Office (2011). ITIL Service Transition. TSO (The Stationery Office)</li> </ul> |

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



(\*)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.