



| Teaching Guide      |   |        |                      |         |
|---------------------|---|--------|----------------------|---------|
| Identifying Data    |   |        |                      | 2017/18 |
| Subject (*)         | ICT Management Standards  | Code   | 614G01046            |         |
| Study programme     | Grao en Enxeñaría Informática   |        |                      |         |
| Descriptors         |   |        |                      |         |
| Cycle               | Period  | Year   | Type                 | Credits |
| Graduate            | 2nd four-month period   | Third  | Obligatoria          | 6       |
| Language            | GalicianEnglish   |        |                      |         |
| Teaching method     | Face-to-face  |        |                      |         |
| Prerequisites       |   |        |                      |         |
| Department          | Enxeñaría de Computadores   |        |                      |         |
| Coordinador         | Arenaz Silva, Manuel Carlos   | E-mail | manuel.arenaz@udc.es |         |
| Lecturers           | Arenaz Silva, Manuel Carlos   | E-mail | manuel.arenaz@udc.es |         |
| Web                 |   |        |                      |         |
| General description | Introduction to IT Service Management (ITSM) within an organization/company. Special focus will be put on ITIL recommendations. |        |                      |         |

| Study programme competences / results |   |
|---------------------------------------|---|
| Code                                  | Study programme competences / results   |
| 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   |
| B7                                    | Preocupación pola calidade  |
| B9                                    | Capacidade para xerar novas ideas (creatividade)  |
| C1                                    | Expresarse correctamente, tanto de forma oral coma escrita, nas linguas oficiais da comunidade autónoma.  |
| C6                                    | Valorar criticamente o coñecemento, a tecnoloxía e a información dispoñible para resolver os problemas cos que deben enfrontarse.   |

| Learning outcomes  |                                       |                            |          |
|--|---------------------------------------|----------------------------|----------|
| Learning outcomes  | Study programme competences / results |                            |          |
|  | results                               |                            |          |
| Understand the complexity of service management                  | A52                                   | B1<br>B3<br>B7             | C1<br>C6 |
| Understand the context of an organization and its IT necessities | A52<br>A56                            | B1<br>B3<br>B7             | C1<br>C6 |
| Capacity to design, deploy and manage an IT Service              | A53<br>A56                            | B1<br>B2<br>B3<br>B7<br>B9 | C1<br>C6 |



|  |     |                      |          |
|--|-----|----------------------|----------|
| Capacity to manage the warranty and security of computer systems | A58 | B1<br>B2<br>B3<br>B7 | C1<br>C6 |
|--|-----|----------------------|----------|

| 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          | Competencies / Results | Teaching hours (in-person & virtual) | Student?s personal work hours | Total hours |
| Guest lecture / keynote speech | A52 A53 A56 A58        | 20                                   | 54                            | 74          |
| Problem solving                | A53 B1 B2 B3 B9        | 10                                   | 27                            | 37          |
| Supervised projects            | A53 B7 C1 C6           | 10                                   | 27                            | 37          |
| Objective test                 | A52                    | 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  |
|---|--|
| Problem solving<br>Guest lecture /<br>keynote speech<br>Supervised projects | Students will have personalized attention in all the stages of learning, both practical and theoretical. |

## Assessment

| Methodologies       | Competencies / Results | Description   | Qualification |
|---------------------|------------------------|---|---------------|
| Problem solving     | A53 B1 B2 B3 B9        | Assessment of putting into practice the acquired knowledge          | 40            |
| Objective test      | A52                    | Assessment of the theoretical contents                              | 40            |
| Supervised projects | A53 B7 C1 C6           | 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. |
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## Sources of information

|                      |   |
|----------------------|---|
| <b>Basic</b>         | <ul style="list-style-type: none"><li>- Office of Government Commerce (2012). Passing your ITIL Foundation exam. The Stationery Office</li><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></ul>   |
| <b>Complementary</b> | <ul style="list-style-type: none"><li>- Cabinet Office (2011). ITIL Service Strategy. TSO (The Stationery Office)</li><li>- Cabinet Office (2011). ITIL Service Design. TSO (The Stationery Office)</li><li>- Cabinet Office (2011). ITIL Service Transition. TSO (The Stationery Office)</li><li>- Cabinet Office (2011). ITIL Service Operation. TSO (The Stationery Office)</li><li>- Cabinet Office (2011). ITIL Continual Service Improvement. TSO (The Stationery Office)</li></ul> |

## Recommendations

### Subjects that it is recommended to have taken before

Project Management/614G01021

### Subjects that are recommended to be taken simultaneously

Information Systems Standards/614G01044

Quality Assurance/614G01223

### Subjects that continue the syllabus

### 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.