Teaching Guide			
Identifying Data			2018/19
Subject (*)	ICT Management Standards	Code	614G01211
Study programme	Grao en Enxeñaría Informática		

Descriptors				
Cycle	Period	Year	Type	Credits
Graduate	1st four-month period	Adaptation Course for Technical Engineers	Obligatory	6

Language	GalicianEnglish		
Teaching method	Face-to-face		
Prerequisites			
Department	Enxeñaría de Computadores		
Coordinador		E-mail	
Lecturers		E-mail	
Web	guiadocente.udc.es/guia_docent/index.php?centre=614&ensenyament=614G01&assignatura=614G01046&any_academic=2017_18&am		
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 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
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		
Understand the complexity of service management	A52	B1 B3 B7	C1 C6
Understand the context of an organization and its IT necessities	A52 A56	B1 B3 B7	C1 C6

Capacity to design, deploy and manage an IT Service	A53 A56	B1 B2 B3 B7 B9	C1 C6
Capacity to manage the warranty and security of computer systems	A58	B1 B2 B3 B7	C1 C6

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	**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**
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	**Competencies / Results**	**Description**	**Qualification**
Objective test	A52	Assessment of the theoretical contents	40
Problem solving	A53 B1 B2 B3 B9	Assessment of putting into practice the acquired knowledge	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.

Sources of information	
Basic	- Office of Government Commerce (2012). Passing your ITIL Foundation exam. The Stationery Office - Brady Orand (2011). Foundations of IT Service management with ITIL 2011. CreateSpace - Peter Farenden (2011). ITIL for dummies. Oxford : John Wiley & Sons
Complementary	- Cabinet Office (2011). ITIL Service Strategy. TSO (The Stationery Office) - Cabinet Office (2011). ITIL Service Design. TSO (The Stationery Office) - Cabinet Office (2011). ITIL Service Transition. TSO (The Stationery Office) - Cabinet Office (2011). ITIL Service Operation. TSO (The Stationery Office) - Cabinet Office (2011). ITIL Continual Service Improvement. TSO (The Stationery Office)

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.