UNIVERSIDADE DA CORUÑA

Teaching Guide

Identifying Data				2022/23
Subject (*)	ICT Management Standards		Code	614G01046
Study programme	Grao en Enxeñaría Informática			

Descriptors				
Cycle	Period	Year	Type	Credits
Graduate	2nd four-month period	Third	Optional	6
Language	SpanishEnglish			
Teaching method	Face-to-face			
Prerequisites				
Department	Enxeñaría de Computadores			
Coordinador	Enes Álvarez, Jonatan	E-mail	jonatan.enes@udc.es	
Lecturers	Enes Álvarez, Jonatan	E-mail	jonatan.enes@udc.es	
Web				
General description	Introduction to IT Service Management (ITSM) within an organization/company, with a special focus will be put on ITIL recommendations. When it comes to lab sessions, several services will be deployed and managed that could be of interest for medium and small companies.			

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

Understand the context of an organization and its IT necessities	A52	B7	C6

Contents	
Topic	**Sub-topic**
Introduction	* IT, services and service management
	* IT Service Quality Management: ITIL
	* Anatomy of a Service
	* Processes, Functions and Roles
Good Practices in Service Management	* Basic and general concepts
	* Introduction to ITIL v3
The Service Lifecycle	* Service Strategy
	* Service Design
	* Service Transition
	* Service Operation
	* Continual Service Improvement
	* Continual Feedback Loop
Service Strategy	* Introduction
	* Purpose, Objectives and Scope
	* Processes
	* Strategy Management for IT Services
	* Service Portfolio Management
	* Financial Management for IT Services
	* Business Relationship Management
	* Demand Management
Service Design	* Introduction
	* Purpose, Objectives
	* Basic concepts and definitions
	* Processes
Service Transition	* General concepts and definitions
	* Key principles and models
	* Processes
Service Operation	* General concepts and definitions
	* Key principles and models
	* Processes
	* Functions
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 B7 B9 C6	20	54	74
Laboratory practice	A53 A56 B1 B2 B3 B7 C1	20	54	74
Objective test	A52 A53 A56 A58 B1 B3 B9 C1	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	Lessons explaining the theoretical contents
Laboratory practice	Practice lessons focusing on key concepts from IT service management.
Objective test	Written exam to assess the theoretical contents

Personalized attention	
Methodologies	**Description**
Guest lecture / keynote speech	Students will have personalized attention in all the stages of learning, both practical and theorical.

Assessment			
Methodologies	**Competencies / Results**	**Description**	**Qualification**
Laboratory practice	A53 A56 B1 B2 B3 B7 C1	All the submitted practices will be assessed by the teacher and graded for a fraction of the maximum qualification each.	50
Objective test	A52 A53 A56 A58 B1 B3 B9 C1	Assessment of the theoretical contents. There will be a test midterm, for a fraction of the final qualification, and a final test at the end of the term for the main part of the qualification.	50

Assessment comments
To pass the subject 2 minimum requierements are needed:
40% of the maximum lab qualification (2 points out of 5)40% of the maximum objective tests qualification (2 points out of 5)
Lab practices are NON REPEATABLE for the second chance.
The objective tests are fully REPEATABLE.
Part-time students or students with approved dispensation for non-attendance at classes will be able to benefit from some flexibility when carrying out laboratory sessions and exercises.

Sources of information	
Basic	- Peter Farenden (2011). ITIL for dummies. Oxford : John Wiley &amp;amp; Sons
	- Brady Orand (2011). Foundations of IT Service management with ITIL 2011. CreateSpace
	- 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 Operation. TSO (The Stationery Office)
	- Cabinet Office (2011). ITIL Service Transition. TSO (The Stationery Office)
	- Cabinet Office (2011). ITIL Service Design. TSO (The Stationery Office)
	- Cabinet Office (2011). ITIL Service Strategy. 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