



Teaching Guide				
Identifying Data				2023/24
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	
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
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		
	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
Understand the context of an organization and its IT necessities	A58	B1 B3 B9	C1
Capacity to manage the warranty and security of computer systems	A52	B7	C6



Contents	
Topic	Sub-topic
Chapter 1 - Introduction	<ul style="list-style-type: none"> <li>* IT, services and service management</li> <li>* IT Service Quality Management: ITIL</li> <li>* Anatomy of a Service</li> <li>* ITIL basic concepts</li> <li>* ITIL Lifecycle</li> </ul>
Chapter 2 - Service Strategy	<ul style="list-style-type: none"> <li>* Introduction</li> <li>* Purpose and objectives</li> <li>* Processes               <ul style="list-style-type: none"> <li>---- Strategy Management for IT Services</li> <li>---- Service Portfolio Management</li> <li>---- Financial Management for IT Services</li> <li>---- Business Relationship Management</li> <li>---- Demand Management</li> </ul> </li> </ul>
Chapter 3 - Service Design	<ul style="list-style-type: none"> <li>* Introduction</li> <li>* Purpose and objectives</li> <li>* Processes               <ul style="list-style-type: none"> <li>---- Design Coordination</li> <li>---- Service Level Management</li> <li>---- Service Catalog Management</li> <li>---- Supplier Management</li> <li>---- Availability Management</li> <li>---- Capacity Management</li> <li>---- Continuity Management</li> <li>---- Information Security Management</li> </ul> </li> </ul>
Chapter 4 - Service Transition	<ul style="list-style-type: none"> <li>* Introduction</li> <li>* Purpose and objectives</li> <li>* Processes               <ul style="list-style-type: none"> <li>---- Transition planning and support</li> <li>---- Change management</li> <li>---- Service asset and configuration management</li> <li>---- Release and deployment management</li> <li>---- Knowledge management</li> </ul> </li> </ul>
Chapter 5 - Service Operation	<ul style="list-style-type: none"> <li>* Introduction</li> <li>* Purpose and objectives</li> <li>* Processes               <ul style="list-style-type: none"> <li>---- Event management</li> <li>---- Incident management</li> <li>---- Problem management</li> <li>---- Request fulfilment</li> <li>---- Access management</li> </ul> </li> </ul>
Chapter 6 - Continual Service Improvement	<ul style="list-style-type: none"> <li>* Introduction</li> <li>* Purpose and objectives</li> <li>* Situation assessment</li> <li>* Measuring the progress</li> </ul>

Planning				
Methodologies / tests	Competencies	Ordinary class hours	Student?s personal work hours	Total hours



Guest lecture / keynote speech	A58 A52 B7 C6	20	54	74
Laboratory practice	A53 A56 B1 B2 B3 B9	20	54	74
Objective test	A52 A58 B1 B3 B7 C1 C6	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. The lessons will be carried out using work groups.
Objective test	Written examen that can contain either free-answer questions, or test based ones.

### Personalized attention

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

### Assessment

Methodologies	Competencies	Description	Qualification
Laboratory practice	A53 A56 B1 B2 B3 B9	All the submitted practices will be assessed by the teacher and graded for a fraction of the maximum qualification each.	50
Objective test	A52 A58 B1 B3 B7 C1 C6	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 requirements 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. In order to comply with the current legislation in regards to gender equality, 2 measures will be taken: Parity groups are to be formed, as much as possible All the quizzes for the objective test, both the final and the middle term one, will be corrected using a blind method in order to assure the student's anonymity.

### 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.