



Teaching Guide

| Identifying Data | | | | | 2023/24 |
|---------------------|---|--------|------------|-----------|---------|
| Subject (*) | ICT Management Standards | | Code | 614G01211 | |
| Study programme | Grao en Enxeñaría Informática | | | | |
| Descriptors | | | | | |
| Cycle | Period | Year | Type | Credits | |
| Graduate | 1st four-month period | Fourth | Obligatory | 6 | |
| Language | GalicianEnglish | | | | |
| Teaching method | Face-to-face | | | | |
| Prerequisites | | | | | |
| Department | Enxeñaría de Computadores | | | | |
| Coordinador | | E-mail | | | |
| Lecturers | | E-mail | | | |
| 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 | | |
|--|---------------------------------------|----------------------------|----------|
| | | | |
| 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 |



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|--|-----|----------------------|----------|
| 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 principles 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 theoretical. |

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

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| Part time students will have convenient assessment regarding timetables and face-to-face tests. |
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Sources of information

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|----------------------|---|
| Basic | <ul style="list-style-type: none">- 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 | <ul style="list-style-type: none">- 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.