UNIVERSIDADE DA CORUÑA

Teaching Guide			
Identifying Data			**2024/25**
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
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	* IT, services and service management
	* IT Service Quality Management: ITIL
	* Anatomy of a Service
	* ITIL basic concepts
	* ITIL Lifecycle
Chapter 2 - Service Strategy	* Introduction
	* Purpose and objectives
	* Processes
	---- Strategy Management for IT Services
	---- Service Portfolio Management
	---- Financial Management for IT Services
	---- Business Relationship Management
	---- Demand Management
Chapter 3 - Service Design	* Introduction
	* Purpose and objectives
	* Processes
	---- Design Coordination
	---- Service Level Management
	---- Service Catalog Management
	---- Supplier Management
	---- Availability Management
	---- Capacity Management
	---- Continuity Management
	---- Information Security Management
Chapter 4 - Service Transition	* Introduction
	* Purpose and objectives
	* Processes
	---- Transition planning and support
	---- Change management
	---- Service asset and configuration management
	---- Release and deployment management
	---- Knowledge management
Chapter 5 - Service Operation	* Introduction
	* Purpose and objectives
	* Processes
	---- Event management
	---- Incident management
	---- Problem management
	---- Request fulfilment
	---- Access management
Chapter 6 - Continual Service Improvement	* Introduction
	* Purpose and objectives
	* Situation assessment
	* Measuring the progress

Planning

Methodologies / tests	Competencies / Results	Teaching hours (in-person & virtual)	Student?s personal work hours	Total hours
Guest lecture / keynote speech	A52 A58 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 theorical.

Assessment			
Methodologies	Competencies / Results	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.	50

Assessment comments
To pass the subject, 2 minimum requirements are needed:50% of the maximum lab qualification (2.5 points out of 5)50% of the maximum objective tests qualification (2.5 points out of 5) Lab practices are NON-REPEATABLE for the second chance.The objective tests are FULLY REPEATABLE.Any issue regarding the dispensation for non-attendance at classes, part-time study or fraud will be solved according to the related and current UDC regulations.In order to comply with the current legislation in regard to gender equality, 2 measures will be taken:Parity groups are to be formed, as much as possibleAll the quizzes for the final test will be corrected using a blind method in order to assure the student's anonymity.

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 &amp;amp; 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
Computer Security and Legislation/614G01024
Subjects that are recommended to be taken simultaneously
Information Systems Standards/614G01044
Quality Assurance/614G01223
Subjects that continue the syllabus
Other comments