



## Teaching Guide

| Identifying Data              |                                                                                                                                                                                                                                                                                            |                                           |            |         |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|------------|---------|
| Subject (*)                   |                                                                                                                                                                                                                                                                                            |                                           | Code       | 2019/20 |
| ICT Management Standards      |                                                                                                                                                                                                                                                                                            |                                           | 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                           | <a href="http://guiadocente.udc.es/guia_docent/index.php?centre=614&amp;ensenyament=614G01&amp;assignatura=614G01046&amp;any_academic=2017_18&amp;">guiadocente.udc.es/guia_docent/index.php?centre=614&amp;ensenyament=614G01&amp;assignatura=614G01046&amp;any_academic=2017_18&amp;</a> |                                           |            |         |
| General description           | Introduction to IT Service Management (ITSM) within an organization/company. Special focus will be put on ITIL recommendations.                                                                                                                                                            |                                           |            |         |

## 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                         | B1<br>B3<br>B7             | C1<br>C6 |
| Understand the context of an organization and its IT necessities | A52<br>A56                  | B1<br>B3<br>B7             | C1<br>C6 |
| Capacity to design, deploy and manage an IT Service              | A53<br>A56                  | B1<br>B2<br>B3<br>B7<br>B9 | C1<br>C6 |



|                                                                  |     |                      |          |
|------------------------------------------------------------------|-----|----------------------|----------|
| Capacity to manage the warranty and security of computer systems | A58 | B1<br>B2<br>B3<br>B7 | C1<br>C6 |
|------------------------------------------------------------------|-----|----------------------|----------|

| Contents                             |                                                                                                                                     |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Topic                                | Sub-topic                                                                                                                           |
| Introduction                         | IT and organizations<br>Service Management                                                                                          |
| Good Practices in Service Management | General ideas<br>Introduction to ITIL v3                                                                                            |
| The Service Lifecycle                | Service Lifecycle<br>Service Strategy<br>Service Design<br>Service Transition<br>Service Operation<br>Continual Service Improvement |
| Service Design                       | General concepts and definitions<br>Key principles and models<br>Processes                                                          |
| Service Transition                   | General concepts and definitions<br>Key principles and models<br>Processes                                                          |
| Service Operation                    | General concepts and definitions<br>Key principles and models<br>Processes<br>Functions                                             |
| Service Strategy                     | Introduction<br>Processes                                                                                                           |
| Continual Service Improvement        | Key principles and definitions<br>Processes                                                                                         |

| Planning                                                                                                                        |                 |                      |                               |             |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------|-------------------------------|-------------|
| Methodologies / tests                                                                                                           | Competencies    | Ordinary class hours | 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 /<br>keynote speech<br>Problem solving<br>Supervised projects | Students will have personalized attention in all the stages of learning, both practical and theoretical. |

## Assessment

| Methodologies       | Competencies    | 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

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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.