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| Course Title: | Digital Services in Information Technology |
| Course Code: | INFS502 |
| Descriptor Start Date: | 31/01/2025 |
| POINTS: | 15.00 |
| LEVEL: | 5 |
| PREREQUISITE/S: | None |
| COREQUISITE/S: | None |
| RESTRICTION/S: | None |

LEARNING HOURS

Hours may include lectures, tutorials, online forums, laboratories. Refer to your timetable and course information in Canvas for detailed information.

Total learning hours: 150

PRESCRIPTOR

Provides an introduction to Digital Services and its role in the development and provision of IT services in modern day organisations. The foundations of IT services and IT services management are covered, including relevant processes, practices and techniques.

LEARNING OUTCOMES

1. Explain the concepts of services and service systems clearly
2. Define appropriate IT services management concepts and practices
3. Differentiate between each phase of IT Services Lifecycle suitably
4. Apply processes and practices in each of the lifecycle phases in practical contexts
5. Illustrate the use of different frameworks for different purposes

CONTENT

- Services and Service Systems: concepts and technologies that make up service eco-system
- Introduction to IT Services Management
- Service lifecycle management (analysis, design, transition, delivery, improvement)
- Introduce relevant frameworks e.g. ITIL, COBIT, ITSME, Dev Ops

LEARNING & TEACHING STRATEGIES

Disclaimer: Course descriptors may be amended between teaching periods/semesters

Lectures and classroom discussion in which topics will be related to relevant needs, Handouts, Worksheets, Role plays, Practical assignments and simulated exercises, Assignments, PowerPoint presentations, Portfolio, Case studies, Tests, Research.

ASSESSMENT PLAN

| Assessment Event | Weighting % | Learning Outcomes |
|------------------|-------------|-------------------|
| Assignment | 40.00 | 1,2,4 |
| Test 1 | 30.00 | 1-5 |
| Test 2 | 30.00 | 3,4,5 |

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| Grade Map | MAP1 A+ A A- Pass with Distinction B+ B B- Pass with Merit C+ C C- Pass D Fail |
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Overall requirement/s to pass the course:

To pass this course, students must attempt all summative assessments and achieve a minimum overall grade of C-.

LEARNING RESOURCES

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For further information, contact: Te Ara Auaha - Faculty of Design & Creative Technologies

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| Principal Programme: | AK3697, Bachelor of Computer and Information Sciences |
| Related Programme/s: | AK3698 AK3756 ICE1 INEXCH1 SABRD1 |

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