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SERVICE OPERATION PROCESSES

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1. GETTING STARTED

Welcome to Service Operation Processes (IRM4727).This module forms part of the Advanced Diploma in Information Resource Management (90007) offered by the Unisa School of Computing. I would like to take this opportunity to wish you success with your academic year.

2. LEARNING RESOURCES

In the module you need to work through TWO textbooks, but don't worry because **your assignments and the exam are OPEN BOOK.** This means that you DO NOT need to memorise everything in these books. Instead, you need to know what these textbooks their chapters are about, where to find them and be able to analyse, apply synthesise and evaluate the principles, concepts and theories in all two textbooks. The more you study these textbooks the easier it will be to complete the assignments and exam.

You are required to demonstrate higher order thinking skills, which are critical thinking skills comprising synthesizing, analysing, reasoning, application and evaluation, as opposed to lower order thinking skills such as rote memorization. You need to apply the theory available in the prescribed textbooks to the specifics in the case studies to answer the assignment and exam questions.

Let's take a closer look at each textbook.

The first textbook is:

Agutter, C. (2020). ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition. IT Governance Publishing.

https://learning.oreilly.com/library/view/itil-4-essentials/9781787782204/ (Freely available ONLINE from Unisa's e-library – Safari Books Online (O'Reilly) database).

To find this FREE resource in the Unisa e-library go to:

https://www.unisa.ac.za/sites/corporate/default/ → Click the "Library" menu option → In the middle of the page, click on the block called "Find e-resources" → under "A-Z Databases", click the letter "O" → then click the "O'Reilly e-Books" link. One the next page displayed, where it says "Welcome! Get instant access through your library. Select your institution" from the drop-down menu select "Not listed? Click here". Then, it will ask, "Just enter your academic institution email below:" and type in your myLife e-mail address (for example: 12345678@mylife.unisa.ac.za) and click the button called "Let's Go". And click the button called "Got It" on the next screen. You should be in the O'Reilly site. Then, on the top right-hand side click the search "looking glass" icon and type "ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition" and press enter. Click on that book's link and click the "Start Reading Now" button to start reading. Use the top left (PREV) and right (NEXT) hand side arrows to move through the book.

In this textbook we start familiarising ourselves with ITIL® 4 and its main concepts and principles

The second textbook is:

Kaiser, A. K. (2018). Reinventing ITIL® in the Age of DevOps: Innovative Techniques to Make Processes Agile and Relevant. Apress. https://learning.oreilly.com/library/view/reinventing-itil-in/9781484239766/ (Freely available ONLINE from Unisa's e-library – Safari Books Online (O'Reilly) database).

To find this FREE resource in the Unisa e-library go to:

https://www.unisa.ac.za/sites/corporate/default/ → Click the "Library" menu option → In the middle of the page, click on the block called "Find e-resources" → under "A-Z Databases", click the letter "O" → then click the "O'Reilly e-Books" link. One the next page displayed, where it says "Welcome! Get instant access through your library. Select your institution" from the drop-down menu select "Not listed? Click here". Then,

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This textbook demonstrates that ITIL® can and should be used in conjunction with many other IT management approaches, frameworks and theories. This textbook explains how ITIL® and DevOps, an innovative approach to IT that is gaining success and recognition, can complement one another to the benefit of an organisation.