IT2768 ITSM
IT Services & Management

- ML : Leung_Sai_Cheong@nyp.gov.sg
- 65501807, Block L. 415

Teaching Staff

Module Groups	Tutor
1,3	Mr Leung Sai Cheong
2,4,5	Mr Gabriel Choo

Learning Outcomes

Mode of Teaching

Mode of Assessment

Reference Books

Your responsibilities

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Learning Outcomes

- describe the basic concepts of service quality and ITSM

- describe the five phases within the IT service management lifecycle

- discuss the use of the key management processes within ITIL

- explain the processes involved in ensuring the service standards of IT services

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Module Outline

1	Overview of IT services & management
2	Service Operation
3	Service Transition
4	Service Strategy
5	Service Design
6	Continual Service improvement
7	Functions & Processes in service lifecycle

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Mode of Teaching
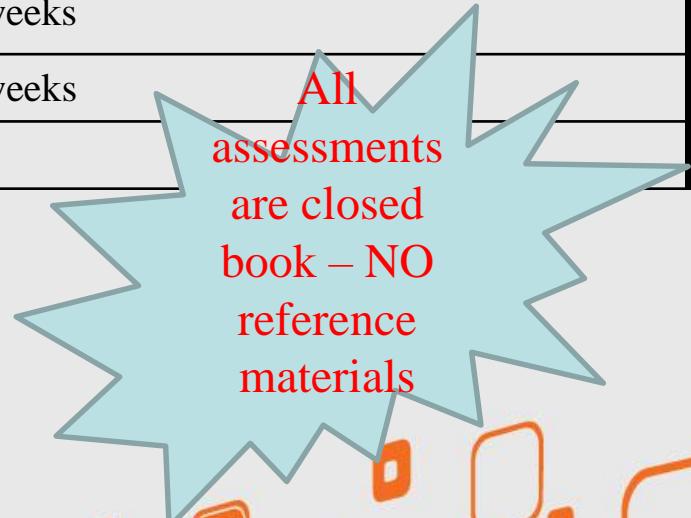
Lecture (15 hours)	1 hour/week	F2F / elearning
Tutorial (15 hours)	1 hour/week	Tutorial class
Revision (15 hours)	1 hour/week	Self Revision

Note:

- ✓ Total: 30 hours + Self Revision
- ✓ Refer to time table for details

Assessments

Written Test 1	25%	Week 7
Assignment	30%	CP1-Wk6, CP2-Wk9, Submit Report & Presentation Wk12
Written Test 2	25%	Week 16
Review Questions	10%	All weeks
Class participation	10%	All weeks
Total	100%	

All assessments are closed book – NO reference materials

References

- Foundation of IT service management : with ITIL 2011, Brady Orand, 2011

- ITIL service transition, Rance Stuart, 2011

- ITIL service operations, Steinberg Randy, 2011

- Introduction to the ITIL@service lifecycle, Great Britain, Office of Government Commerce, 2010

- Lean service: a practical guide for SME owner/manager, Richard Keegan, 2015

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Students' Responsibilities

Learning – Actively

Assessments

Submit your answers for review questions to BlackBoard on time.

Punctuality and attendance

Attendance will be taken at 10 minutes after the start of class. Excuses if any must be brought to Tutor's notice by the first 10 minutes of each class/lecture.

SAS

You are responsible to check your own attendance record in SAS. Discrepancies must be bought to my notice latest before the NEXT lecture/tutorial.

Summary

Learning Outcomes

Module Outline

Mode of Teaching

Reference Books

Assessments

Your responsibilities

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