IT 6413: IT Service Delivery
FALL 2023

Course Coordinator: Chi Zhang

Coordinator Email: czhang4@kennesaw.edu

Course Learning Objectives:

1. Discuss the primary objectives of the IT service delivery function.
2. Provide a detailed description of the Information Technology Infrastructure Library ITIL.
3. Critically evaluate the suitability of ITIL in a given situation.
4. Formulate appropriate service level agreements.
5. Analyze to what extent a given IT service organization has implemented the various ITIL disciplines, and recommend ways in which the organization may be able to improve its IT Services.