



In Pursuit of Excellence

STUDENT MODULE GUIDE

SPS36W0/00/2024

SUPPORT SERVICES III

Faculty of Engineering, Built Environment & Information Technology

IMPORTANT INFORMATION

NB: The purpose of this document is to provide you with the necessary guidelines for the successful completion of this module in terms of the theoretical and practical aspects of its teaching, its learning, and its assessment. This document also contains relevant information on the administration of this module including the rules of engagement on your communication with your peers as well as with the Department's staff.



Excellence In Teaching & Learning

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1. Introduction & Welcome

On behalf of Walter Sisulu University, the Faculty of Engineering, Built Environment and Information Technology and the School of Computing, we would like to welcome you to the Information Technology programme and specially to Support Services III. Computing skills play an increasingly vital role in almost all occupations, and contribute to productivity gains, innovation and employment growth across all South African and international industries. This is leading to exciting career opportunities. Many new jobs have been created in the past decade and the long-term career prospects continue to strengthen. The academic focus of the School is to offer programmes specifically aimed at preparing students for the workplace by offering training that will enable diplomates and graduates to demonstrate competence, knowledge and judgment in addressing discipline related problems.

Please consult the Department handbook for a description of the different specialisations and information about all the courses offered by the Networking and IT Support Department. The handbook will also show you how the courses must be combined in order to follow a particular specialisation from your second year of study.

Support Services III is one of the four compulsory subjects that must be completed in the third year of the Diploma in IT (Support services specialization). It is an exciting and stimulating course which introduces learners to the field of IT service management practices. On successful completion of the course, learners will be able to apply the techniques learnt and construct creative solutions to thought-provoking problems in the management of IT service practices that align with the needs of the business. Learners should know how to apply concepts learned in class, to their everyday life by being hands-on and current.

The purpose of this Learner Guide is to provide you with written guidelines as to what to expect of the University and what the University in turn expects of you, with regard to this course. In Section 6, you are given administrative details of the Department as well as the contact details of the lecturers teaching this course at different delivery sites. The general course information shows you the number of lecture, practical and tutorial periods a week and provides information about additional time you will be expected to spend on course-related work. The responsibilities of the students with regard to participation and attendance are stated and an overview is provided of the learning and teaching approach. Comprehensive assessment details for the course are given in this document as well as details of the materials that will be used, e.g. textbooks, LMS. In Section 2 full technical details of the purpose of the qualification, course entry requirements and NQF level, assessment criteria and moderation are provided. In Section 16, the modules and specific outcomes are shown and the work schedule provides a detailed work plan for the year.

2. Module Purpose & Outcomes

2.1 Module Purpose

Support Services III is designed to equip learners with a solid understanding of the core service management practices in modern IT-enabled organization. The course provides an introduction to the management of IT services and a thorough demonstration of the service management framework. Learners are made aware of the various IT practices in designing digital products and services, and in delivering support services to the agreed levels.

Support Services III is one of the four compulsory subjects that must be completed in the third year of the Diploma: IT Support Services stream. The contents of this course are supplemented by the contents of the other compulsory subjects in year 3 of this specialization.

2.2 Module Learning Outcomes & Assessment Criteria

Module Learning Outcomes	Module Assessment Criteria
The successful student will be able to:	
Understand and apply the proper management of modern ICT-enabled services. understand the common language and key concepts of ICT service managements	a. Describe how to plan and manage resources in the service value system b. Discuss the overview of IT service value system and service management practices c. Explain the use and value of information and technology across the service value system d. Discuss the concepts and challenges relating to the following service value system management i. Organisation, people and culture ii. Building effective team culture and differences iii. Developing team capability, roles and competencies iv. Employee satisfaction management
Demonstrate how they can integrate different value streams.	a. Explain and apply how to use a value stream to design, develop and transition new services.

Describe activities to create, deliver and support IT-enabled services and practices.	<ul style="list-style-type: none"> b. Describe and demonstrate how to use a value stream to provide user support c. Discuss how the ITIL practices contribute to the value stream for both the user support and new service.
Demonstrate sufficient understanding and application of IT service management to the creation, delivery and support of the IT service management.	<ul style="list-style-type: none"> a. Discuss and apply how to co-ordinate, prioritize, structure work and activities to create, deliver and support services b. Describe the use and value of the following across the service value system: <ul style="list-style-type: none"> i. Sourcing options ii. Service integration and management iii. Buy vs build considerations
Apply and demonstrate the practical and technical knowledge on how to manage a successful, modern, IT-enabled teams and services.	<ul style="list-style-type: none"> a. Demonstrate how and why we need to prioritize work b. Understand and discuss commercial and sourcing considerations c. Discuss the role of project management in Service Management

2.3 Module NQF Level

6

2.4 Pre – and Co-requisites

Support Services 2

2.5 Module Credits

30 credits

2.6 Notional Hours Required

300 hours

3. Qualification & Programme Information

3.1 Qualification Rules

Articulation rules from the programme prospectus – co and pre-requisites.

Each diploma programme (all specialisations) is a 360 credit qualification. In order to graduate, a student needs to pass each of the compulsory modules shown in the prospectus for the qualification. The Year 1 courses are common across all qualifications and a pass in each is required in order to graduate.

In order to complete this module (Support Services III), you will be required to first complete Support Services II.

Work Integrated Learning is applicable to this module and it will be detailed further by the lecturer.

3.2 Qualification Title

Diploma in Information and Communication Technology in Support Services

3.3 Qualification NQF level

6

3.4 Qualification Total credits

360

4 Mode of Delivery & Access to Learner Management System

This module is presented using blended learning. In other words, it is facilitated both face-to-face and online using the WSU Learning Management System (Moodle) and Office 365 applications such as Microsoft Teams. In order to access the Moodle platform, follow the instructions below:

1. URL Address – <https://wiseup.wsu.ac.za/login/index.php>
2. Enter password and username when prompted.

5 Contact with the Lecturers, Department and Faculty

5.1 Communication with Lecturers

Name	Delivery Site	Office No.	Telephone / Email	Consultation Times
Dr O.A Oki	Potsdam	PBF	043 708 5312 / ooki@wsu.ac.za	To be advised

5.2 Contacting the Department

Designation	Name	Delivery Site	Office No.	Telephone Email / Fax
Head of Department	Mr J Okuthe	Potsdam		043 708 5246 jokuthe@wsu.ac.za
Department Secretary	Ms U Mtshizana	Potsdam		043 708 5405 umtshizana@wsu.ac.za
Admin Assistant	Ms L Mazwi	Potsdam		043 708 5422 lmazwi@wsu.ac.za

5.3 Contacting the Faculty

Designation	Name	Delivery Site	Office No.	Telephone Email / Fax
Executive Dean	Prof W.D Thwala	Chiselhurst		043 709 4069 wthwala@wsu.ac.za
Faculty Secretary	Ms B Panyaza	Chiselhurst		043 709 4069 bpnyaza@wsu.ac.za

6 Resources

6.1 Study Material

Prescribed textbook, teaching slides and online sites with interactive tutorial. All slides and video recordings of any online Teams sessions are provided in WiseUp in addition to other resources.

6.2 Prescribed and Recommended Material

Prescribed Textbook:

Axelos Global best practice (Author) *ITIL 4: Create, Deliver and Support* (Title), ISBN-97801133160

Other useful references

Liz Gallacher and Helen Morris (2012). *ITIL Exam study guide*. Wiley & Sons Ltd. ISBN: 978111994275-7

The IT Support Handbook (A How-To Guide to Providing Effective Help and Support to IT Users), Mike Halsey

Some useful web sites (valid as at 01/02/2020)

General: <http://www.google.co.za> <http://en.wikipedia.org> <http://dictionary.reference.com>

Google courses: <https://learndigital.withgoogle.com/digitalskills/courses>

CISCO courses: <https://www.netacad.com/courses/all-courses>

<https://www.netacad.com/careers/pathways-and-certifications>

IBM courses: <https://www.ibm.com/services/learning/ites.wss/za-en?pageType=page&c=a0014719>

MICROSOFT courses: <https://www.microsoft.com/en-us/learning/training.aspx>

<https://www.edx.org/school/microsoft>

6.3 Electronic Resources / Material

All course notes, slides, recordings etc. will be posted on the WiseUP Learner Management System. Important communication about group work, assignments, tests, quizzes will also be posted online and shared on the class WhatsApp groups.

6.4 Other Resources

Click or tap here to enter text.

6.5 Accessing the Library

Learners can refer to the general prospectus for the Library detail

7 Student Support Services

Learners can refer to the general prospectus for the detail

7.1 Student Counselling

Learners can refer to the general prospectus for the detail

7.2 Tutor & PAL Services

PAL service is not applicable to this module.

8 Lecture Room Expectations

Classes are offered in both face to face and online. According to university policy all face-to-face and online classes must be attended punctually and regularly.

The department has adopted the following attendance policy:

- a. if a student does not attend 80% of classes between tests, the next test will not be marked i.e. the student will be awarded 0% for the next test.
- b. if a student does not attend 80% of classes during the year, the student will not be admitted to the Examination and final make-up tests.

Registers will be taken at all classes and filed for future reference.

Students who are not able to attend a formal contact session must provide the lecturer with a written note explaining their non-attendance and, if applicable, a medical certificate, within 5 working days. These notes will be kept in the course file to check student attendance.

9 Rules for Online Engagement (Netiquette)

The following set of rules are meant to guide our online engagement:

1. Every learner has to logon to the learning platform so as to get trace of presence through the register.
2. Learners are encouraged to participate actively throughout learning, questions can be asked through raising of hands on the platform.
3. Learners are encouraged to logon to the portal at least 2 minutes before the start of each class.
4. Videos of each online lesson shall be made available, but it is highly advisable that learners attend live sessions so as to ask questions.
5. Always mute your microphone and only unmute it when asked to do so or when making a contribution.
6. Video mode shall be kept off all the times to ensure quality of audio during lessons.
7. Do not interject a speaker without following due procedures.

10 Formative Assessment

This type of assessment will be used to inform both the learner and the lecturer and will not be allocated a mark. It will be used to allow the learner and lecturer to monitor his/her progress in achieving the course goals and specific module outcomes. It will take the form of self-review, peer review and lecturer review and should be seen by the learner as a valuable learning aid. It will also be used to provide valuable feedback to the lecturer regarding his/her instruction techniques, topics that require revision or additional attention, etc.

Learners will be asked to provide comprehensive evaluations of the course and lecturer at least once during the course cycle.

10.1 Assessment Plan

Assessment Number	Type of Assessment	Due Date
1	Quiz	End of each chapter
2	Group Presentation	End of each unit
3	Blogging / Reflection	End of each unit

10.2 Examination Requirements

Support Services III is a year course which is **examination-based**. All summative assessments will count towards the Duly Performed (DP) mark (also called year mark).

10.2.1 DP/ Year mark Requirements

The DP mark for Support Services III will be calculated from summative tests (3 are proposed) and possibly from assignments or projects at weightings to be decided.

NOTE: All the tests and examination shall be administered in a **venue-based face-to-face** environment.

10.2.2 Examination Mark Calculation

There will be a 3 hours **face-to-face** venue based written examination at the end of the year. According to the University policy, entrance into the examination is subject to a minimum **DP mark of 40%**.

The minimum mark required to pass an examination is 40%. If a student scores below 40% in the examination, he/she does not qualify for a final mark and does not pass the course.

Final Mark (before supplementary examination)

The Final Mark is calculated as follows:

DP	40%
Examination	60%
Total:	100%

A student must score at least 50% for the final mark (calculated as shown above) in order to pass the course. A final mark in the range 40-49% qualifies a student for a supplementary examination.

Supplementary Examination

There will be a 3 hours written supplementary examination. According to the University policy, entrance into the supplementary examination is subject to a final mark in the range **40-49%**.

If a student scores below 50% in the supplementary examination, he/she does not pass the course.

Re-mark requests, absence from examination due to illness, special examinations, etc.

See General Prospectus for rules pertaining to these.

11 Summative Assessment

This type of assessment is used to formally measure the learning of particular skills, knowledge and understanding and is associated with a recorded mark.

11.1 Examination Period

Assessment Number	Type of Assessment	Weighting (%)	Due Date
1	Test	20	End of term 1
2	Test	20	End of term 2
3	Group project & practical	60	End of term 3
Sub-total	DP/Year Mark	100	
4	Examination	100	End of term 4
TOTAL Final Mark	(Final Exam mark * 60%) + (DP * 40%)	100%	

11.2 Examination Paper & Admission to the Examination

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11.3 Marking of Examination Papers

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12 Assessments: Semester 1 – 1st Semester Compulsory Assessments

12.1 Assessment 01 – Semester 1

Semester Test 1

12.1.1 Instructions & Due Date

This is a closed book test, administered in a venue based face-to-face environment.

This test will contribute 20% towards the students' DP / year mark

Test will cover Unit 1 - Unit 2

Test to be administered on Moodle at the end of term 1

12.1.2 Assessment Questions

Questions will be presented in the class on the day of the test

12.2 Assessment 02 – Semester 1

Semester Test 2

12.2.1 Instructions & Due Date

This is a closed book test, administered in a venue based face-to-face environment.

This test will contribute 20% towards the students' DP / year mark

Test will cover Unit 3 - Unit 4

Test to be administered on Moodle at the end of term 2

12.2.2 Assessment Questions

Questions will be presented in the class on the day of the test

13 Assessments: Semester 2 – Second Semester Compulsory Assessments

13.1 Assessment 01 – Semester 2

Semester Test 3

13.1.1 Instructions & Due Date

This is a group project to be conducted and presented by each group.

This assessment will contribute 60% towards the students' DP / year mark

Project to be presented at the end of term 3

13.1.2 Assessment Questions

Question will be presented in the class

13.2 Assessment 02 – Semester 2

Final Examination

13.2.1 Instructions & Due Date

This is a closed book final examination, to be administered in a venue based face-to-face environment.

This Examination will contribute 60% towards the students' **Final Mark**

Final examination will cover Unit 1 – Unit 5.

Examination to be administered at the end of term 4.

13.2.2 Assessment Questions

Questions will be presented on the day of the Examination

14 Module Content

14.1 Learning Unit 1: Professionalism in IT and Service Management

14.1.1 Key Concepts

Team culture, people, organization

14.1.2 Learning Outcomes and Assessment Criteria

Learning Outcomes	Assessment Criteria
understand and apply the proper management of modern ICT-enabled services. understand the common language and key concepts of ICT service managements	a. Describe how to plan and manage resources in the service value system b. Discuss the overview of IT service value system and service management practices c. Explain the use and value of information and technology across the service value system d. Discuss the concepts and challenges relating to the following service value system management i. Organisation, people and culture ii. Building effective team culture and differences iii. Developing team capability, roles and competencies iv. Employee satisfaction management

14.2 Learning Unit 2: Contributions of ITIL practices to Creation, delivery and support across the Service Value System

14.2.1 Key Concepts

Service automation, Deployment, Collaboration

14.2.2 Learning Outcomes and Assessment Criteria

Learning Outcomes	Assessment Criteria
demonstrate how they can integrate different value streams. describe activities to create, deliver and support IT-enabled services and practices.	a. Explain and apply how to use a value stream to design, develop and transition new services. b. Describe and demonstrate how to use a value stream to provide user support c. Discuss how the ITIL practices contribute to the value stream for both the user support and new service.

14.3 Learning Unit 3: Creating, Delivering and Support of Services

14.3.1 Key Concepts

Value stream, service integration, prioritize

14.3.2 Learning Outcomes and Assessment Criteria

Learning Outcomes	Assessment Criteria
demonstrate sufficient understanding and application of IT service management to the creation, delivery and support of the IT service management.	a. Discuss and apply how to co-ordinate, prioritize, structure work and activities to create, deliver and support services b. Describe the use and value of the following across the service value system: i. Sourcing options ii. Service integration and management iii. Buy vs build considerations

14.4 Learning Unit 4: Prioritizing work and Managing Suppliers

14.4.1 Key Concepts

Commercial and sourcing consideration, project management

14.4.2 Learning Outcomes and Assessment Criteria

Learning Outcomes	Assessment Criteria
apply and demonstrate the practical and technical knowledge on how to manage a successful, modern, IT-enabled teams and services	a. Demonstrate how and why we need to prioritize work b. Understand and discuss commercial and sourcing considerations c. Discuss the role of project management in Service Management

15 Scheme of Work (Module Timetable)

WEEK(S)	DATE(S)	Learning & Teaching Strategies (Methods)	LECTURE/TUTORIAL ACTIVITY	STUDENT ACTIVITY

16 Notes on Plagiarism

No student shall obtain or attempt to obtain an assessment through cheating or other improper means. Any such attempt shall be deemed to be in contravention of the University's anti-plagiarism policy.

Students who submit work which has not been adequately referenced but who have clearly used information from textbooks, research articles, newspapers, magazines and internet pages will be held to be in breach of the plagiarism and copyright act which is a criminal offence. Plagiarised work will not be accepted for marking. Learners found guilty of academic dishonesty will receive a zero and in some cases the disciplinary rules of the Department and or University may be applied.