

1. Course number and name
TI3024 Information Technology Service Management
2. Credits and contact hours
3-0-8
3. Instructor's or course coordinator's name
Delia Castro
4. Text book, title, author, and year
* , Foundations of IT service management based on ITIL / ITSMF ; [editores, Jan van Bon, Mike Pieper, Annelies van der Veen]., 2nd ed., Wilco, Amersfoort : Van Haren, 2005., Netherlands, 2005., eng, [9077212582],[9789077212585]
* Steinberg, Randy A., Measuring ITIL : measuring, reporting and modeling the IT service management metrics that matter most to IT senior executives / Randy A. Steinberg., , Victoria, B.C. : Trafford, c2006., , , [97814120939271412093929]
5. Specific course information
 - a. brief description of the content of the course (catalog description)
Visualizing information technologies as an elemental part of business processes and how to improve them. This course focuses on the concepts of ITSM (Information Technology Service Management) and the techniques for applying ITIL processes in a company, guaranteeing quality services, security management and focusing on solutions such as Six Sigma, thus complementing all the service support processes that enhance Information Technology operations.
 - b. prerequisites or co-requisites.
(TI2002)
 - c. indicate whether a required, elective, or selected elective (as per Table 5-1) course in the program.
Required
6. Specific goals for the course
 - a. specific outcomes of instruction, ex. The student will be able to explain the significance of current research about a particular topic.
The student will know about best practices on IT Service Management including human resources, key processes and infrastructure. Also he or she will know ITIL Foundations.
 - b. explicitly indicate which of the student outcomes listed in Criterion 3 or any other outcomes are addressed by the course.
This course supports indirectly the program student outcomes.
7. Brief list of topics to be covered
 1. Introduction to ITIL

- 1.1. Objectives
- 1.2. Serving tables
- 1.3. Continuity Management IT Service
- 1.4. IT Financial Management
- 1.5. ISO 2000 and its relationship with ITIL
- 2. IT Support Services
 - 2.1. Configuration Management
 - 2.2. Change Management
 - 2.3. Release Management
 - 2.4. Incident Management
 - 2.5. Problem Management
 - 2.6. Service Desk
- 3. Delivering IT Services
 - 3.1. Availability Management
 - 3.2. IT Service Continuity
 - 3.3. Capacity Management
 - 3.4. Managing service levels
 - 3.5. Financial management for IT services
- 4. Scheme of work for implementation of IT Services
 - 4.1. Methodology for the implementation of IT services