



PLANES DE ESTUDIO

TC3011 Management of IT Services

SPANISH

Course that incorporates the innovation, the creativity and the entrepreneurship.

Course in which it's recommended to incorporate the dimensions of the sustainable development.

Course in which it's recommended to incorporate the use of information technologies.

CIP: 110101 Computer and Information Sciences,
General.

C-L-U: 3-0-8

Academic department that offers it:
Computer Technologies

Graduate Programs who offer them:
9 INT11, 8 ITIC11, 9 ISI05, 9 ITIC08, 9 LAT11
Certificates

Requirement:
(TC2008 or TC2009)

Equivalence:
None.

General aim of the course:
Upon completion of this course, students will understand the concept of systems management and the processes of data center management, the measurement mechanisms for IT services management processes, and the leading frames of reference for the adoption of competitive practices in the planning and operation of data centers.

Teaching and learning techniques:
Collaborative learning

Bibliography:

TEXT BOOKS:

- * Steinberg, Randy A., Measuring ITIL : measuring, reporting and modeling the IT service management metrics that matter most to IT senior executives, British Columbia : Victoria, B.C. : Trafford, 2006, eng, 1412093929, 9781412093927
- * Pieper, Mike, Foundations of IT service management based on ITIL / ITSMF, 2nd ed., Netherlands : Wilco, Amersfoort : Van Haren, 2005, eng, 9077212582, 9789077212585
- * Introduction to ITIL, 1st ed., England : London : TSO, 2005, eng, 0113309732 (rústica), 9780113309733 (rústica)

Professor´s profile:
Master Degree in Information Systems Management; Master Degree in Computational Sciences; Master Degree in