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South East Technological University

Module Descriptor

IT Operations Management (Computing and Mathematics)

IT Operations Management (A14130)

Short Title: IT Operations Management
Department: Computing and Mathematics
Credits: 5 **Level:** Advanced

Description of Module / Aims

This module aims to provide students with the knowledge and skills needed to manage and improve the productivity of business operations and to continuously improve the quality of service and goods produced through the use of IT systems. It will address various IT operations management frameworks that are used in industry and the different software tools that can be utilized by an IT operations manager.

Programmes

		stage/semester/status
COMP-0655	BSc (Hons) in Information Technology Management (WD_KITMA_B)	1 / 8 / E
COMP-0655	BSc (Hons) in Information Technology (WD_KINTE_B)	4 / 2 / E

Indicative Content

- The Role & Organisation of the IT Operations Department
- IT Infrastructure & Management
- Enterprise Systems Implementation
- IT Operations Management Frameworks
- IT Service Management
- IT Governance
- IT Service Sourcing
- IT Strategic Planning

Learning Outcomes

On successful completion of this module, a student will be able to:

1. Appraise the role of the IT Operations Department within the organisation.
2. Determine how reference frameworks can be utilised for operations management.
3. Distinguish between the different elements of IT services management.
4. Recommend how an organisation might apply a robust approach to IT governance.
5. Select between alternative options for the appropriate sourcing of an organisation's IT services.
6. Select between different approaches for the development of an information systems strategy to support the organisation.

Learning and Teaching Methods

- This module will be presented by a combination of lectures and computer based practicals.
- The lectures will be used to introduce new topics and their related concepts. Lectures will be supplemented by participative case studies and independent reading on the issues covered in the lecture material.
- The practical element is intended to provide the student with the skills needed to use and understand technologies available to assist in IT operations management.

Learning Modes

Learning Type	F/T Hours	P/T Hours
Lecture	36	
Practical	12	
Independent Learning	87	

Assessment Methods

	Weighting	Outcomes Assessed
Final Written Examination	50%	1,3,4,6
Continuous Assessment	50%	
Assignment	50%	2,3,5

Assessment Criteria

<40%: Unable to interpret and describe key concepts of IT operations management.

40%–49%: Be able to interpret and describe key concepts of IT operations management.

50%–59%: Ability to discuss key concepts of IT operations management and ability to discover and integrate related knowledge in other knowledge domains.

60%–69%: Be able to solve problems within IT operations management by experimenting with the appropriate skills and tools.

70%–100%: All the above to an excellent level. Be able to analyse and design solutions to a high standard for a range of both complex and unforeseen problems through the use and modification of appropriate skills and tools.

Essential Material(s)

- Aguter, C. *ITIL Foundation Handbook*. Norwich, UK: The Stationary Office, 2012.
- Bernard, P. *COBIT 5: A Management Guide*. Zaltbommel, The Netherlands: Van Haren Publishing, 2012.

Supplementary Material(s)

- Bainey, K. *Integrated IT Performance Management*. Boca Raton, FL, USA: CRC Press, 2016.
- Poppleton, A. and K. Holmes. *IT Service Management for Small IT Teams*. London, UK: British Standards Institution, 2011.
- Pultorak, D., C. Henry and P. Leenards. *Microsoft Operations Framework (MOF) 4.0*. Zaltbommel, The Netherlands: Van Haren Publishing, 2008.

Requested Resources

- Room Type: Computer Lab