



COURSE SYLLABUS **Service Level Management, 6 credits**

Service Level Management, 6 högskolepoäng

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|----------------------|------------------------------------|-----------------------------|---|
| Course Code: | TSLK15 | Education Cycle: | First-cycle level |
| Confirmed by: | Dean Feb 27, 2014 | Disciplinary domain: | Technology (95%) and social sciences (5%) |
| Revised by: | Director of Education Apr 12, 2016 | Subject group: | DT1 |
| Valid From: | Aug 1, 2016 | Specialised in: | G1F |
| Version: | 3 | | |
| Reg number: | JTH 2016/1795-313 | | |

Intended Learning Outcomes (ILO)

On completion of the course, the student should

Knowledge and understanding

- demonstrate knowledge of the work process model ITIL and how it can be used for measuring effectiveness and managing work in the field of IT
- demonstrate an understanding of the importance of defining, measuring and reporting to demonstrate economic sustainability
- demonstrate knowledge of service agreements, penalties and related concepts

Skills and abilities

- demonstrate insight into the handling of cases within ITSM (IT Service Management), using a professional approach

Contents

The course presents how to work with a professional approach in the IT industry, for example, how to work with processes according to established models such as ITIL and how different matters are escalated through various levels within the company. The course also discusses how agreements with customers are formulated and how the customer and supplier are working with each other in terms of commitments, obligations and penalties in a possible breach of contract.

The course includes the following elements:

- Theoretical models for SLA (Service Level Agreements)
- Standards for service production
- Measurement methods, tools and reporting systems
- Case management
- Supplier Assessment and procurement tactics
- Development and marketing of services

Type of instruction

Lectures and project work.

The teaching is conducted in English.

Prerequisites

General entry requirements and completed course Industrial Management, Entrepreneurship and Marketing 6 credits (or the equivalent).

Examination and grades

The course is graded 5,4,3 or Fail.

Registration of examination:

| Name of the Test | Value | Grading |
|--------------------------|-----------|---------|
| Examination [†] | 4 credits | 5/4/3/U |
| Project work | 2 credits | U/G |

[†] Determines the final grade of the course, which is issued only when all course units have been passed.

Course literature

The literature list for the course will be provided two months before the course starts.

Introduction to the ITIL Service Lifecycle (Häftad), Anthony T. Orr, Great Britain: Cabinet Office. ISBN-13: 9780113313099