

## COURSE SYLLABUS **IT Service Management, 7.5 credits**

*IT Service Management, 7,5 högskolepoäng*

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<b>Course Code:</b>	TSMN19	<b>Education Cycle:</b>	First-cycle level
<b>Confirmed by:</b>	Dean Apr 6, 2018	<b>Disciplinary domain:</b>	Technology
<b>Valid From:</b>	Aug 1, 2018	<b>Subject group:</b>	TE9
<b>Version:</b>	1	<b>Specialised in:</b>	G2F
		<b>Main field of study:</b>	Informatics

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### **Intended Learning Outcomes (ILO)**

After a successful course, the student shall

Knowledge and understanding

- display 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 comprehension of the importance of defining, measuring and reporting to demonstrate economic sustainability
- display knowledge of service agreements, penalties and related concepts
- demonstrate comprehension of a process oriented approach

Skills and abilities

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

Judgement and approach

- demonstrate the ability to evaluate different processes for ITSM (IT Service Management), using a business perspective

### **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****Examination and grades**

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

Registration of examination:

Name of the Test	Value	Grading
Examination <sup>1</sup>	4 credits	5/4/3/U
Project Work	3.5 credits	U/G

<sup>1</sup> 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 one month before the course starts.

Title: Introduction to the ITIL Service Lifecycle (Häftad)

Author: Anthony T. Orr, Great Britain

Publisher: Cabinet Office

ISBN-13: 9780113313099