



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

IT Service Management, 7,5 högskolepoäng

Course Code: TSMN19	Education Cycle: First-cycle level
Confirmed by: Dean Apr 6, 2018	Disciplinary domain: Technology
Revised by: Director of Education Jun 26, 2020	Subject group: TE9
Valid From: Aug 1, 2020	Specialised in: G2F
Version: 2	Main field of study: Informatics

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

General entry requirements and completed 60 credits in first-cycle courses in informatics (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 ¹	4 credits	5/4/3/U
Project Work	3.5 credits	U/G

¹ 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.

Agutter, C. (2013). ITIL lifecycle essentials: your essential guide for the ITIL foundation exam and beyond. IT Governance Publishing (371 pages)

Agutter, C. (2020). ITIL Foundation Essentials ITIL 4 Edition - The ultimate revision guide (2nd ed.). IT Governance Publishing (79 pages)

Additional research articles will be distributed during the course.