

ICT265e IT Service Management Fundamentals

Level: 2

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY JAN

E-Learning: BLENDED - Learning is done MAINLY online using interactive study materials in Canvas. Students receive guidance and support from online instructors via discussion forums and emails. This is supplemented with SOME face-to-face sessions. If the course has an exam component, this will be administered on-campus.

Synopsis:

ICT265 IT Service Management Fundamentals is designed to enable participants to understand the key principles, processes, functions, roles, and benefits that enable Service Management staff to deliver and support quality IT services to its customers. It also contains seminar exercises and industry assignments where students will apply their knowledge of IT service best practices in the context of real-world scenarios.

Topics:

- ITIL Fundamentals
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continuous Service Improvement
- IT Asset Management
- IT Service Level Management
- IT Service Incidence Management

Learning Outcome:

- Describe the key principles of IT service management
- Outline the important processes of IT service management
- Demonstrate the comprehension of a framework of IT service management
- Analyse an IT service organization in terms of processes and functions
- Discuss the roles involved in IT service management
- Practise IT asset and service cataloguing
- Draft a component in an IT service management agreement

Assessment Strategies:

Continuous Assessment Component	Weightage (%)
QUIZ	15
QUIZ	15
Sub-Total	30

Examinable Component	Weightage (%)
ECA	70

Sub-Total	70
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Weightage Total **100**