



TEQSA ID PRV:14323
CRICOS Provider Code: 03866C

BIT204 IT SERVICE MANAGEMENT

SYDNEY INSTITUTE OF HIGHER EDUCATION > PROGRAMS > BIT204 IT SERVICE MANAGEMENT

Unit Outline

Important Update:	Our aim is to provide you with an optimal learning experience, regardless of how this unit is delivered. Teaching will be delivered in line with the most current COVID Safe health guidelines. This may include a mix of online and face-to-face. Please check the learning management system for announcements and updates. Thank you for your flexibility and commitment to studying with Sydney Institute of Higher Education.
Enrolment Modes:	Year 2, Semester 2.
Credit Point(s):	12.5
EFTSL Value:	0.125
Prerequisites:	BUS102 Introduction to IT
Typical study commitment:	Students will on average spend 10 hours per week over the teaching period undertaking the teaching, learning and assessment activities for this unit.
Scheduled learning activities:	4 timetabled hours per week, 6 personal study hours per week.
Other resource requirements:	Students will need access to lab computers or will need their own laptops in order to carry out lab exercises and assignments.

Unit description

This unit provides an overview of Information Technology service management and explores the role of service management in an IT environment as a set of policies, practices and procedures that help businesses to design, create, deliver, and support IT services. As information technology becomes integral to almost every business these days, incorporating IT services into overall business needs is of great importance. This unit examines how organisations can manage the end-to-end delivery of information technology services to customers and maximise business value from the use of IT by having proper IT service management frameworks in place. This unit focuses on developing a range of skills, methods, tools, and techniques to manage IT services in a contemporary information technology environment.

Unit learning outcomes (ULO)

On the successful completion of this unit student will be able to:

- ULO1 Elaborate the benefits of IT standards, policies, and procedures.
- ULO2 Explore the various components of IT Service Management.
- ULO3 Evaluate the value creation of IT services and its application to an organisation.
- ULO4 Examine the structure and purpose of the ITIL Framework.

Topics to be included in the unit

1.	Introduction to Service Management
2.	Value creation of service management and relationships with consumer
3.	Service Quality and Process Improvement
4.	Managing Service Operations
5.	Service Design Lifecycle
6.	IT Service Management in the Modern World
7.	Key Components of Service Management
8.	Ethics, intellectual property and legal issues
9.	ITIL Service Value System
10.	ITIL Guiding Principle
11.	ITIL Management and Technical Practices
12.	ITIL Governance & Revision

Assessment

Assessment Description	Grading and weighting (% total mark for unit)	Due date
Assessment 1: Class Participation	20%	Weeks 1-12
Assessment 2: Online Quiz	10%	Week 5
Assessment 3: Technical Report and Presentation (Group)	30%	Week 10
Assessment 4: Final Exam	40%	Final exam week