



TEQSA ID PRV:14323
CRICOS Provider Code: 03866C

MIT642 IT SERVICE MANAGEMENT

SYDNEY INSTITUTE OF HIGHER EDUCATION > PROGRAMS > MIT642 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 1.
Credit Point(s):	12.5
EFTSL Value:	0.125
Prerequisites:	MIT505 IT Professional and Ethics
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 IT Service Management 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 explains how having proper IT service management frameworks in place, can help organisations to manage the end-to-end delivery of IT services to customers and maximise business value from the use of information technology. This unit focuses on activities involved in designing, creating, delivering, supporting and managing the lifecycle of IT services.

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	Analyse the various components of IT Service Management.
ULO3	Appraise the value creation of IT services and its application to an organisation.
ULO4	Examine the structure and purpose of the ITIL Framework.
ULO5	Apply theories and concepts in the areas of IT service management.

Topics to be included in the unit

1.	Introduction to Service Management
2.	Service Design Lifecycle
3.	Service Quality and Process Improvement
4.	Managing Service Operations
5.	IT Service Management in the Modern World
6.	Key Components of Service Management
7.	Four Dimensions of Service Management
8.	ITIL Service Value System
9.	ITIL Guiding Principle
10.	ITIL Governance
11.	ITIL Management Practices
12.	ITIL Technical Management Practices & 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