

## Information Technology Service Management

Course Title: Information Technology Service Management					
<b>Course Code:</b> CSD60011	<b>Student Workload:</b> 8.50 Hours/ Weeks	<b>Credits:</b> 3 Credits (4.50 ECTS)	<b>Semester:</b> 5 <sup>th</sup> Semester	<b>Frequency:</b> Odd Semester	<b>Duration:</b> 16 Weeks/ Semester (Lecture and practical work: 14 weeks; Midterm assessment: 1 week; Final assessment: 1 week)
<b>1</b>	<b>Types of Courses:</b> Content Knowledge Course	<b>Contact Hours:</b> <i>Lecturing:</i> 2.50 Hours/ Week; <i>Practical Work:</i> 0.00 Hours/ Week	<b>Independent Study:</b> <i>Self-study:</i> 2.00 Hours/ Week; <i>Structured Assignment:</i> 2.00 Hours/ Week	<b>Class Size:</b> 40 Students	
<b>2</b>	<b>Prerequisites for Participation (If Applicable):</b> Information Systems and Business Processes				
<b>3</b>	<b>Learning Outcomes:</b> 1. M1: Able to understand the basic concepts of information technology services (ILO-2) (0,15) 2. M2: Able to understand the framework for managing information technology services in the organization (ILO-2) (0,15) 3. M3: Able to explain the concept of service desk and change management in information technology services (ILO-5) (0,2) 4. M4: Able to explain the concept of service level agreement in information technology services (ILO-5) (0,2) 5. M5: Able to explain the concept of continuity and security management in information technology services (ILO-9) (0,3)				
<b>4</b>	<b>Subject aims/Content:</b> At the end of the course, students are expected: 1. L1: Able to understand the definition, urgency, characteristics, components, perspectives, and structures in information system service management (M1) 2. L2: Able to understand the purpose of using the information technology-service management framework (M2) 3. L3: Able to identify the steps in managing the service desk on information technology services (M3) 4. L4: Able to identify the stages in compiling SLA on information technology services (M4) 5. L5: Able to identify steps in ensuring continuity and security of information technology services (M5)				
<b>5</b>	<b>Teaching Methods:</b> Lecturing, Group Discussion, Case-Based Learning				
<b>6</b>	<b>Assessment Methods:</b> Essay, performance test, anecdotal record/logbook, case assessment				
<b>7</b>	<b>This Course is Used in The Following Study Programme/s as Well:</b> -				
<b>8</b>	<b>Responsibility for Course:</b> Aditya Rachmadi, S.ST., M.TI.				
<b>9</b>	<b>Other Information:</b> Bibliography: 1. Aileen Cater-steel. Information Technology Governance and Service Management: Frameworks and Adaptations. Information Science Reference, 2008 2. The Open Group. The Open Group Architecture Framework (TOGAF). www.opengroup.org 3. Bruce Robertson, Sribar Var. The Adaptive Enterprise: IT Infrastructure Strategies to manage Change and Enable Growth. Intel Press, 2001				