

<b>Module Title</b> <b>Computer Systems And Service Management</b>  <b>Keywords</b> IT Service Management, Service Lifecycle	Reference CM3040 SCQF Level SCQF 9 SCQF Points 15 ECTS Points 7.5 Created June 2012 Approved July 2012 Amended Version No. 1
--	---

## This Version is No Longer Current

The latest version of this module is available [here](#)

### Prerequisites for Module

None, in addition to the course entry requirements

### Corequisite Modules

None.

### Precluded Modules

None.

### Aims of Module

To provide an overview of the fundamental concepts and building blocks of computer science. To investigate the knowledge and skills required to operate within an IT services function. Develop an understanding of the frameworks and best practice in IT service delivery

### Indicative Student Workload

<i>Contact Hours</i>	Full Time
Assessment	4
Lectures	24
Tutorials	24

<i>Directed Study</i>	
Directed Reading	30

<i>Private Study</i>	
Private Study	68

### Mode of Delivery

Key concepts are introduced and illustrated through lectures. These are reinforced through problem-solving tutorial sessions.

### Assessment Plan

	Learning Outcomes Assessed
Component 1	1,2,3,4

Component 2	5
----------------	---

## Learning Outcomes for Module

On completion of this module, students are expected to be able to:

1. Describe the main components of a computer and how it connects to servers and the internet.
2. Define the concept of a service and explain the concept of service management as a practice.
3. Describe the structure of the ITIL service lifecycle and explain the value of each element.
4. Define and explain key terminology and concepts of Service Management, specifically the value creation through services and importance of people, processes, products and partners.
5. Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for Incident and Problem Management (the Helpdesk).

Coursework (presentation or report on critical evaluation of current IT service management practice in an organisation).

Closed Book Exam

## Indicative Bibliography

1. WEDEMEYER, M., BLOKDIJK, G. and MALONE, T., 2008. ITIL V3 Foundation Complete Certification Kit: Study Guide Book and Online Course. ISBN 098048524X
2. itSMF UK, 2011. Foundation Handbook PDF. TSO. ISBN 9780113313518
3. POPPLETON, A., HOLMES, K., 2011. IT Service Management for Small IT Teams. ISBN 9780580742545
4. GANNON, T., 2012. IT service management foundation practice questions (electronic resource): for ITIL foundation exam candidates. 2nd Ed.
5. FARENDEN, P. 2012. ITIL For Dummies (electronic resources) 2011 ed.
6. MOELLER, R. 2013. Executive's guide to IT governance: improving systems processes with service management, COBIT, and ITIL.

## **Indicative Module Content**

Overview of Computer Systems; overview of Network components; Service management and standards (ISO20000, COBIT, ITIL, SFIA); Service Lifecycle and models; Key service principles and governance; Service Strategy; Service Design including supplier management, service level management, service catalogues; Service Transition including change management, availability management, capacity planning, testing and quality; Service Operation including incident and problem management and the helpdesk; Continual Service improvement including service assessment and measurement; Legislation including control and audit.