Module Title **Computer Systems And Service Management** **Keywords** IT Service Management, Service Lifecylce	Reference CM3040 SCQF Level SCQF 9 SCQF Points 15 ECTS Points 7.5 Created June 2012 Approved July 2012 Amended April 2016 Version No. 3

This Version is No Longer Current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 requriements

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

Contact Hours	Full Time
Lectures	24
Tutorials	12
Directed Study	
Assessment	16
Directed Reading	30
Private Study	
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

delivery.

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 managementas 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).

Component 2	5

Component 2 - This is a coursework assignment worth 30% of the total module assessment.

Component 1 - this is a Closed Book Examination worth 70% of the total module assessment.

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. Foundatino 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.