MODULE DESCRIPTOR

Module Title

Computer Systems and Service Management

Reference	CM4115	Version	1
Created	April 2017	SCQF Level	SCQF 10
Approved	August 2017	SCQF Points	15
Amended		ECTS Points	7.5

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.

Learning Outcomes for Module

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

1	Critically analyse and explain key terminology and concepts of service management, including the importance of people, processes, products and partners.
2	Describe the structure of the ITIL service lifecycle and justify the value of each of its element.
3	Describe the process of systems deployment including design, implementation and evaluation.
4	Explain the purpose and objective of incident and problem management.
5	Demonstrate knowledge and understanding of commercial and economic issues relaying to service management.

Indicative Module Content

Service management and standards (ISO20000, COBIT, ITIL, SFIA). Service Lifecycle and models. Key service principles and governance: Service Strategy, Design, Management, and Transition. Incident and problem management. Continual Service improvement including service assessment and measurement. Ethical and Legislation surrounding service management. Control and audit. Systems Deployment: Design, Implementation, Evaluation.

Module Delivery

This module is taught using a structured programme of lectures, lab sessions and student centred learning.

Indicative Student Workload

	Full Time	Part Time
Contact Hours	33	N/A
Non-Contact Hours	117	N/A
Placement/Work-Based Learning Experience [Notional] Hours	N/A	N/A
TOTAL	150	N/A
Actual Placement hours for professional, statutory or regulatory body		

ASSESSMENT PLAN

If a major/minor model is used and box is ticked, % weightings below are indicative only.

Component 1

Type:	Examination	Weighting:	70%	Outcomes Assessed:	1, 2, 3
Description:	Exam.				

Component 2

Type:	Coursework	Weighting:	30%	Outcomes Assessed:	4, 5
Description:	Coursework assignment.				

MODULE PERFORMANCE DESCRIPTOR

Explanatory Text

The calculation of the overall grade for this module is based on 70% weighting of C1 and 30% weighting of C2 components.

		Coursework:						
		A	**B**	**C**	**D**	**E**	**F**	**NS**
	A	A	A	B	B	B	E	
	B	B	B	B	C	C	E	
	C	B	C	C	C	D	E	
Examination:	**D**	C	C	D	D	D	E	
	E	D	D	D	E	E	E	
	F	E	E	E	E	F	F	
	NS	Non-submission of work by published deadline or non-attendance for examination						

Module Requirements

Prerequisites for Module	None.
Corequisites for module	None.
Precluded Modules	None.

INDICATIVE BIBLIOGRAPHY

1 GANNON, T., 2012, IT service management foundation practice questions (electronic resource): for ITIL foundation exam candidates. 2nd ed. BCS.

2 FARENDEN, P. 2012. ITIL For Dummies (electronic resources) 2011 ed. John Wiley & Sons.

3 GANTZ, STEPHEN D. (2013). The basics of IT audit purposes, processes, and practical information. Elsevier. ISBN: 978-0124171596

4 WEDEMEYER,M., BLOKDIJK,G. and MALONE,T., 2008. ITIL V3 Foundation Complete Certification Kit: Study Guide Book and Online Course. Art of Service Pty Limited. ISBN 098048524X.

5 MOELLER, R. 2013. Executive's guide to IT governance: improving systems processes with service management, COBIT, and ITIL. Wiley.

6 Comer, D. (2015) Computer networks and Internets: Global edition. 6th edn. United Kingdom: Pearson Education.

7 Richard Newton, 2016. Project Management Step by Step: How to Plan and Manage a Highly Successful Project (2nd Edition). 2 Edition. FT Press.