

## MODULE DESCRIPTOR

### Module Title

IT Infrastructure and Service Management

Reference	CMM008	Version	4
Created	April 2018	SCQF Level	SCQF 11
Approved	September 2012	SCQF Points	15
Amended	June 2018	ECTS Points	7.5

### Aims of Module

To provide an overview of the fundamental concepts and building blocks of computer science. To investigate, analyse and apply the knowledge and skills required to operate within an IT Services function. Develop an understanding and application 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 Discuss the main components of a computer and how it connects to servers and the internet.
- 2 Define and analyse the concept of IT service and IT service management as a practice.
- 3 Evaluate the structure of the Information Technology Infrastructure Library (ITIL) service lifecycle and explain the value of each element.
- 4 Define, evaluate and apply key terminologies and concepts of IT service management, specifically the value creation through services as well as the relevance of people, processes, products and partners.
- 5 Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for Incident and Problem management.

### 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, configuration 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.

### Module Delivery

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

**Indicative Student Workload**

	Full Time	Part Time
Contact Hours	33	33
Non-Contact Hours	117	117
Placement/Work-Based Learning Experience [Notional] Hours	N/A	N/A
TOTAL	150	150
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:	50%	Outcomes Assessed:	1, 2, 3, 4
Description:	Closed book examination				

**Component 2**

Type:	Coursework	Weighting:	50%	Outcomes Assessed:	5
Description:	Coursework based on a case study				

**MODULE PERFORMANCE DESCRIPTOR****Explanatory Text**

The calculation of the overall grade for this module is based on 50% weighting of C1 and 50% weighting of C2 components. An overall minimum grade D is required to pass the module.

		Examination:						NS
		A	B	C	D	E	F	
Coursework:	A	A	A	B	B	C	E	
	B	A	B	B	C	C	E	
	C	B	B	C	C	D	E	
	D	B	C	C	D	D	E	
	E	C	C	D	D	E	E	
	F	E	E	E	E	E	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 POPPLETON A, HOLMES K."IT Service Management for small IT Teams", BSI Standards, 2011
- 2 GANNON, T. 2012. IT Service management foundation practice questions (electronic resource): for ITIL foundation exam candidates 2nd ed.
- 3 FARRENDEN, P. 2012. ITIL for Dummies (electronic resource) 2011 ed.
- 4 MOELLER, R. 2013. Executive's guide to IT governance: improving systems processes with service management, CORBIT, and ITIL.
- 5 ClydeBank Technology. 2017. ITIL for Beginners.