COURSE OUTLINE: NASA103 - IT SERV MANAGEMENT

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Approved: Corey Meunier, Chair, Technology and Skilled Trades

Course Code: Title	NASA103: IT SERVICE MANAGEMENT
Program Number: Name	2196: NETWRK ARCH & SEC AN
Department:	COMPUTER STUDIES
Semesters/Terms:	20F
Course Description:	IT Service Management (ITSM) refers to the activities that are performed by an organization to plan design, deliver, operate and control Information Technology services offered to customers. ITIL (Information Technology Infrastructure Library) is the leading standard of IT Service Management, providing a cohesive set of best practices for IT. Students in this course will learn key elements, concepts and terminology used in the ITIL Service Lifecycle stages, the processes used and their contribution to Service management practices.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course: Please refer to program web page for a complete listing of program outcomes where applicable.	**2196 - NETWRK ARCH & SEC AN** VLO 8 Identify and plan IT services that support business goals and objectives, and explain specific activities directly related to the delivery and support of the services.
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 5 Use a variety of thinking skills to anticipate and solve problems. EES 6 Locate, select, organize, and document information using appropriate technology and information systems. EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others. EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals. EES 10 Manage the use of time and other resources to complete projects. EES 11 Take responsibility for ones own actions, decisions, and consequences.
Course Evaluation:	Passing Grade: 50%, D

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.

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	A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Other Course Evaluation & Assessment Requirements:	A+ = 90-100% A = 80-89% B = 70-79% C = 60-69% D = 50-59% F < 50% Students are expected to be present to write all tests in class. If a student is unable to write a test due to illness or a legitimate emergency, that student must contact the professor prior to class and provide reasoning, which is acceptable to the professor. Should the student fail to contact the professor, the student shall receive a grade of zero on the test.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
ITSM Understanding, Benefits and History	1) What is ITSM 2) Why ITSM 3) ITSM Frameworks 4) History of ITSM
Course Outcome 2	**Learning Objectives for Course Outcome 2**
ITIL Framework, Methodology and Mechanics IT Governance	1) ITIL Background 2) ITIL Glossary 3) ITIL Education 4) ITIL Lifecycle 5) IT Governance Defined 6) Is Governance Necessary 7) COBIT - Governance Framework
Course Outcome 3	**Learning Objectives for Course Outcome 3**
ITIL Lifecycle - Service Strategy	1) Financial Management 2) Service Portfolio Management 3) Demand Management 4) Strategy Operations 5) Continual Service Improvement
Course Outcome 4	**Learning Objectives for Course Outcome 4**
ITIL Lifecycle - Service Design	1) Service Catalog Management 2) Service Level Management 3) Availability Management 4) Capacity Management 5) Information Security Management 6) Supplier Management 7) Continuity Management 8) Continual Service Improvement
Course Outcome 5	**Learning Objectives for Course Outcome 5**
ITIL Lifecycle - Service Transition	1) Transition Planning and Support 2) Service Asset and Configuration Management 3) Change Management

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	4) Release and Deployment management 5) Knowledge Management 6) Service Validation and Testing 7) Change Evaluation 8) Continual Service Improvement
Course Outcome 6	**Learning Objectives for Course Outcome 6**
ITIL Lifecycle - Service Operation	1) Event Management 2) Incident Management 3) Request Fulfillment 4) Problem Management 5) Access Management 8) Continual Service Improvement

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	40%
Tests (Quizzes/Exams)	60%

Date: September 11, 2020

Addendum: Please refer to the course outline addendum on the Learning Management System for further information.

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