



COURSE OUTLINE: NASA103 - IT SERV MANAGEMENT

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Course Code: Title	NASA103: IT SERVICE MANAGEMENT
Program Number: Name	2196: NETWRK ARCH & SEC AN
Department:	COMPUTER STUDIES
Academic Year:	2023-2024
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:	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.
<small>Please refer to program web page for a complete listing of program outcomes where applicable.</small>	
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



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, unless otherwise specified. 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. Should the student fail to contact the professor, the student shall receive a grade of zero on the test.

If a student is not present 10 minutes after the test begins, the student will be considered absent and will not be given the privilege of writing the test. Students exhibiting academic dishonesty during a test will receive an automatic zero. Please refer to the College Academic Dishonesty Policy for further information.

- In order to qualify to write a missed test, the student shall have:
- a.) attended at least 75% of the classes to-date.
 - b.) provide the professor an acceptable explanation for his/her absence.
 - c.) be granted permission by the professor.

NOTE: The missed test that has met the above criteria will be an end-of-semester test. Labs / assignments are due on the due-date indicated by the professor. Notice by the professor will be written on the labs / assignments and verbally announced in the class. Labs and assignments that are deemed late will have the following penalty: 1 day late - 10% reduction, 2 days late, 20% reduction, 3 days late, 30% reduction. After 3 days, no late assignments and labs will be accepted. It is the responsibility of the student who has missed a class to contact the professor immediately to obtain the lab / assignment. Students are responsible for doing their own work. Labs / assignments that are handed in and are deemed identical or near identical in content may constitute academic dishonesty and result in a zero grade.

Students are expected to be present to write in-classroom quizzes. There are no make-up options for missed in-class quizzes.

Students have the right to learn in an environment that is distraction-free, therefore, everyone is expected to arrive on-time in class. Should lectures become distracted due to students walking in late, the professor may deny entry until the 1st break period, which is 50 minutes into the class or until that component of the lecture is complete.

The total overall average of test scores combined must be 50% or higher in order to qualify to pass this course. In addition, combined tests, Labs / Assignments total grade must be 50% or higher.

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 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:

August 21, 2023



Addendum:

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

