



COURSE OUTLINE: NASA103 - IT SERV MANAGEMENT

Prepared: IT Studies

Approved: Martha Irwin, Dean, Business and Information Technology

Course Code: Title	NASA103: IT SERVICE MANAGEMENT
Program Number: Name	2196: NETWRK ARCH & SEC AN
Department:	COMPUTER STUDIES
Academic Year:	2024-2025
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:	<p>2196 - NETWRK ARCH & SEC AN</p> <p>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.</p>
Essential Employability Skills (EES) addressed in this course:	<p>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.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 6 Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>
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 advance, during class.

Labs and assignments that are deemed late will have a 10% reduction per academic day to a maximum of 5 acadays at 50% (excluding weekends and holidays). Example: 1 day late - 10% reduction, 2 days late, 20%, up to 50%. After 5 academic days, no late assignments and labs will be accepted. If you are going to miss a lab / assignment deadline due to circumstances beyond your control and seek an extension of time beyond the due date, you must contact your professor in advance of the deadline with a legitimate reason that is acceptable.

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 can be up to 50 minutes after class starts 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
Explore the History of IT Service Management	1.1 Describe what is ITSM 1.2 Explain why you would want an ITSM 1.3 Explain and diagram the ITSM Frameworks 1.4 Provide an overview of the history of ITSM
Course Outcome 2	Learning Objectives for Course Outcome 2
Explore the Framework, Methodology, Mechanics and IT Governance of ITIL	2.1 Explain what IT Infrastructure Library is 2.2 Provide an overview of the ITIL Glossary 2.3 Explain the roles of the IT shop with respect to ITIL Education 2.4 Diagram and explain the ITIL Lifecycle 2.5 Explain the significance of having IT Governance in place 2.6 Explain the value of having COBIT Governance Framework in place
Course Outcome 3	Learning Objectives for Course Outcome 3
Explore the ITIL Lifecycle & Service Strategy	3.1 Define the role ITIL has on Financial Management 3.2 Provide an overview of a Service Portfolio Management 3.3 Explain what Demand Management is 3.4 Explain the significance of Strategy Operations 3.5 Identify the on-going process of continual service improvement
Course Outcome 4	Learning Objectives for Course Outcome 4
Explore the ITIL Lifecycle & Service Design	4.1 Explore and explain Service Catalog Management 4.2 Define the purpose of Service Level Management 4.3 Describe what Availability Management is 4.4 Identify Capacity Management and limitations in the organization 4.5 Explain the significant importance of Information Security Management 4.6 Provide an overview as to the role of Supplier Management 4.7 Explain what Continuity Management is and its role in ITIL 4.8 Elaborate on the importance of Continual Service Improvement
Course Outcome 5	Learning Objectives for Course Outcome 5
Provide insight into the ITIL Lifecycle via Service Transition	5.1 Demonstrate the importance of Transition Planning and Support 5.2 Explain why it is important to have a Service Asset and Configuration Management system 5.3 Describe why you would want Change Management 5.4 Identify the reasons for having a Release and Deployment management component in ITSM 5.5 Provide references and locations for employees to have access to Knowledge Management
Course Outcome 6	Learning Objectives for Course Outcome 6
Provide recommendations of an ITSM Solution for the	6.1 Research existing ITSM solutions and compare pros and cons of each



	Organization	6.2 Run through or explore ITSM in hands-on activities 6.3 Determine if the selected product is within the organization`s budget 6.4 Identify whether the selected software solutions is too complex or just right or just not adequate for the organization. 6.5 Identify whether the software solution will be nearing end-of-life or is there long-term vendor support and continuance
Evaluation Process and Grading System:	Evaluation Type	Evaluation Weight
	Assignments and Quizzes	40%
	Test #1	30%
	Test #2	30%
Date:	June 16, 2024	
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.	