UNIVERSITY OF BORÅS

IT Service Management
IT Service Management
7.5 credits

Ladok Code: 21IM1A
Version: 2.0
Established by: The Teaching Committee 2012-06-12
Valid from: Autumn 2012

Education Cycle: First cycle
Main Field of Study (Progressive Specialisation): Informatics (G1N)
Disciplinary Domain: Natural sciences
Prerequisites: Basic eligibility.
Subject Area: Informatics/Computer and Systems Sciences
Grading Scale: Fail (U), Pass (G) or Pass with Distinction (VG)

Content
The course begins with a historical review: from bug fixing to IT Service Management. Several key concepts will be discussed intended to enable students to gain an understanding of the area and a conceptual apparatus that enables qualified communication with practitioners and academia.

The course includes both theoretical and practical elements. Theoretical topics will be covered primarily through lectures and the students own analyzes. Lectures will discuss key ITSM concepts. In addition to the terms described under the heading learning outcomes, concepts such as maintenance process, outsourcing, roles and metrics will also be discussed. Theories that particular will be addressed are ITSM custom variations of Lean Software Development and Agile System Development which in recent years have had an important role in the field. The practical parts consist of 1) a criteria-based analysis of ITSM methods, 2) create conditions for, and manage, a service, and 3) analysis of maintenance processes (simulated).

Learning Outcomes
The course objective is that the student should acquire basic knowledge of IT Service Management based on a process and service perspective. The student should understand and apply relevant concepts and methods.

After completing the course the student should be able to:

Knowledge and understanding
- explain key concepts such as services, software maintenance, operation, maintenance objects, efficiency and productivity,
- describe and explain different ITSM related models and instruments.

Skills and abilities
- apply methods within the ITSM area,
- select and apply relevant metrics for processes.

Judgment and approach
- review and evaluate the effectiveness of maintenance processes.

Forms of Teaching
Teaching consists of lectures, tutorials and seminars. In lectures relevant theory in the field is introduced and explained / illustrated by examples. Tutorials means that support is given to the compulsory course assignments. Seminar involves presentation, opposition and discussion of group assignment. The student work effort includes preparation for lectures,

seminars, group work and supervision by reading the literature and, where appropriate, to review other student's work. Teaching is conducted in English. Literature is in English.

Forms of Examination

The examination consists of four units:
1) a criteria-based analysis of ITSM methods (report, group assignment)
2) create conditions for, and manage, a service (simulated) (report, group assignment)
3) analysis of maintenance processes (simulated) (report, group assignment)
4) individual written exam.

For a pass for the entire course, pass is required for all four units. The grade passed with distinction also requires passed with distinction on the individual exam and at least two of three group assignments.
Student rights and obligations at examination are according to guidelines and rules for the University of Borås.

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Literature and Other Teaching Materials

- Addy R, 2010, *Effective IT Service Management – To ITIL and Beyond!*, Springer-Verlag.
- Poppendieck, M., & Poppendieck, T. D., 2003, *Lean software development: An agile toolkit.* Boston: Addison-Wesley.
- CMMI Production team, 2011, *CMMI-SVC 1.3,* (download from www.sei.com)
- Kniberg H, 2007, *Scrum and XP from the trenches,* (download from www.infoq.com/minibooks/scrum-xp-from-the-trenches)
- Articles may be added.

Student Influence and Evaluation

The compilation is made public in accordance with the Schools regulations and will be the foundation for future course planning and is part of the program evaluation that is carried out.

Miscellaneous

The course is offered in the Public Administrator Studies program and Systems Science program.