

**GRADUATE SCHOOL OF MANAGEMENT – UNIVERSITY OF DALLAS
TECH 5340 (Online Course): Foundations of IT Service Management
Fall 2008**

CONTACT INFORMATION

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COURSE DESCRIPTION

This course introduces the IT Infrastructure Library (ITIL) fundamentals of the Service Support and Service Delivery disciplines. Service Support includes Service Desk, Configuration Management, Incident Management, Problem Management, Release Management, and Change Management. Service Delivery topics include Security Management, Service Level Management, Capacity Management, Continuity Management, Availability Management and Financial Management. The Foundations course introduces the basic terminology and an overview of the function for each of these topics. It is recommended that students completing this course sit in for the ITIL Foundations Exam that is offered through Thomson Prometric. This course will assist you in passing the ITIL Foundations exam, which is a key credential in today's IT business climate, and will prepare you for the Advanced Service Delivery and Advanced Service Support courses.

COURSE OBJECTIVES

- Provide students with solid foundational knowledge around Service Delivery and Service Support, and how they support the business of an organization.
 - Provide students the opportunity to apply key IT Service Management concepts through interactive exercises and assignments.
 - Provide students with expertise and knowledge to successfully pass the ITIL Foundations exam.
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REQUIRED TEXT(S)

Text to be provided will be

Title: IT Service Management Foundations: ITIL Study Guide

Authors: Author: Ron Palmer, Co-Authors: Christine Belaire and Alex Hernandez

ISBN: 0-9771469-0-1

Description:

Publication Date: 2005

COURSE TOPICS

<i>COURSE TOPICS</i>	<i>WEEK</i>	<i>Assignments & Quizzes</i>
Intro to ITSM and Service Support		
Lesson 1: ITSM Concepts & ITIL	1	Read Chapters 1 and 2, Lesson 1 presentations, Threaded Discussion 1, Quiz 1.
Lesson 2: Service Desk	2	Read Chapter 3, Lesson 2 presentation, Service Desk Exercise, Quiz 2.
Lesson 3: Incident & Problem Management	3	Read Chapters 4 and 5, Lesson 3 presentations, Incident and Problem Management Exercises, Quiz 3.
Lesson 4: Change Management	4	Read Chapter 6, Lesson 4 presentation, Change Management Exercise, Quiz 4.
Lesson 5: Release Management	5	Read Chapter 7 Lesson 5 presentation, Threaded Discussion, Quiz 5.
Lesson 6: Configuration Management	6	Read Chapter 8, Lesson 6 presentation, Configuration Management Exercises 1 and 2, Quiz 6. Paper Due on a Service Support Process
Service Delivery		
Lesson 7: Service Level Management	7	Read Chapter 9, Lesson 7 presentation, Service Level Management Exercises 1 and 2, Quiz 7.
Lesson 8: Financial Management	8	Read Chapter 10, Lesson 8 presentation, Financial Management Exercise, Quiz 8.
Lesson 9: Capacity Management	9	Read Chapter 11, Lesson 9 presentation, Capacity Management Exercise, Quiz 9.
Lesson 10: Availability Management	10	Read Chapter 12, Lesson 10 presentation, Availability Management Exercise, Quiz 10.
Lesson 11: IT Service Continuity Management	11	Read Chapter 13, Lesson 11 presentation, ITSCM Exercise, Quiz 11.
Lesson 12: Security Management	12	Threaded Discussion 14, Lesson 14 presentation, Security Exercise, Quiz 12.
Lesson 13: Adopting ITIL	13	Read whitepaper in document share, "Adopting ITIL: Is This a Good Do-It-Yourself Endeavor?" Thread Discussion Paper Due on a Service Delivery Process

ASSIGNMENTS AND EVALUATION

- **Threaded Discussions and Exercises**
 - There will be a weekly threaded discussions and exercises that the Professor will post, and students will be required to provide input and thoughts to stimulate the discussion. There will be a total of 13 Thread / Exercise discussions.
- **Quizzes**
 - There will be a total of 12 quizzes to test the students knowledge of each of the ITIL areas covered in each of the units.
- **Midterm Paper**
 - Final paper will be due on February 18th, 2006 and needs to be at least 3 pages with a maximum length of 5 pages, double-spaced (Not included in the page count for determining length are: the cover page, table of contents, endnotes, bibliographies, and appendices (if any). Please use **12 point Times New Roman Font**. Please review **Format and Organizational Requirements for Papers** document accompanying the Syllabus.
 - Choose a topic that most interests you from Service Support area and then write a paper around that topic. Try to use as much of your own creativity and originality when writing the paper. Make use books, internet articles or research documents as references to support your ideas and thoughts where you believe it is most appropriate. You will need to have at least two references in your paper.
- **Final Paper and Presentation**
 - Final paper will be due on April 1st, 2006 and needs to be at least 3 pages with a maximum length of 5 pages, double-spaced (Not included in the page count for determining length are: the cover page, table of contents, endnotes, bibliographies, and appendices (if any). Please use **12 point Times New Roman Font**. Please review **Format and Organizational Requirements for Papers** document accompanying the Syllabus.
 - Choose a topic that most interests you from Service Delivery area and then write a paper around that topic. Try to use as much of your own creativity and originality when writing the paper. Make use books, internet articles or research documents as references to support your ideas and thoughts where you believe it is most appropriate. You will need to have at least two references in your paper.
- **Grading Criteria**
 - Midterm Paper: 25% of total grade
 - Final Paper: 25% of total grade
 - Quizzes: 25% of total grade
 - Exercises and Threaded Discussions: 25% of total grade

* *Papers will be graded based on the below table criteria*

Grading Guideline Description	Possible Points
Attention getting Executive summary and Closing to capture the CIO's attention.	20
Cost Benefit of implementing a particular ITIL process, by demonstrating examples of cost savings or ROI. They can be simple examples. This will serve as supporting points to convince the CIO on the importance of a particular ITIL process. Keep the customer drivers and business drivers in mind when demonstrating examples of how ITIL can	20

benefit the customer and the business.	
Creativity and originality of work, introducing new ideas to support the ITIL process	20
Supports ITIL Terminology and concepts	20
Flow, grammar, format and structure of the paper	20
Total Points	100

- **Policy on due dates, grammar & spelling requirements for assignments, late submissions, make-ups, participation requirements, and extra-credit**
 - Late submission of final paper will result in a 10% reduction of your grade for your final paper.
 - Participation involves the student sharing insights and examples as necessary. It also entails being involved in the threaded discussions and exercises.

INSTRUCTIONAL APPROACH

- The course is designed to employ reading, presentation and interactive skill building exercises. Therefore, participation is particularly important.
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