



Information Technology Service Management Course Descriptor

Course Title	Information Technology Service Management	Faculty	EDGE Innovation Unit (London)
Course code	NCHNAP560	Course Leader	Professor Scott Wildman (interim)
Credit points	15	Teaching Period	This course will typically be delivered over a 6-week period.
FHEQ level	5	Date approved	June 2020
Compulsory/ Optional	Compulsory		
Pre-requisites	None		
Co-requisites	None		

COURSE SUMMARY

This course examines the frameworks and strategic approaches for the life cycle management of IT products—including planning, designing, developing, delivering—and for improving the IT services from a higher-level enterprise perspective—including managing disparate servers throughout the organisation. In the context of cloud computing, this course focuses on the strategic management of IT infrastructure, agile IT service, configuration, data and information security, and disaster recovery. Explores the strategies to provide values to customers. Learners will have the opportunity to apply their knowledge of IT service management using industry-standard cloud-based technology e.g. using ServiceNow training.

COURSE AIMS

- Train learners in the fundamental principles of IT Service Management (ITSM) and best practice.
- Train learners in understanding service organisations, drivers and relationships.
- Train learners in Management Practices: General, Service and Technical.
- Give learners the opportunity to explore ITSM practice.

LEARNING OUTCOMES

On successful completion of the course, learners will be able to:

KNOWLEDGE AND UNDERSTANDING

- K1b Have knowledge and critical understanding of the fundamental principles of ITSM.
- K2b Understand how ITSM can operate in an organisation to improve processes.
- K3b Understand best management practice from a technical and non-technical perspective.

SUBJECT SPECIFIC SKILLS

- S1b Put ITSM into practice on a test system.
- S2b Evaluate the best ITSM approach for a given case study and make recommendations.

TRANSFERABLE AND PROFESSIONAL SKILLS

- T1bi Communicate management theories and ideas in writing.
- T1bii Demonstrate an effective technical proficiency of written English that uses a wide range of literacy skills and vocabulary selected appropriately to communicate to specialist and non-specialist audiences.
- T2b Problem solve through the lens of management theories.
- T3b Critically evaluate information from a variety of sources.

TEACHING AND LEARNING

This is an e-learning course, taught throughout the year.

This course can be offered as a standalone short course.

Teaching and learning strategies for this course will include:

- On-line learning
- On-line discussion groups
- On-line assessment

Course information and supplementary materials will be available on the College's Virtual Learning Environment (VLE).

Learners are required to attend and participate in all the formal and timetabled sessions for this course. Learners are also expected to manage their self-directed learning and independent study in support of the course.

The course learning and teaching hours will be structured as follows:

- Off-the-job learning and teaching (6 days x 7 hours) = 42 hours
- On-the-job learning (12 days x 7 hours) = 84 hours (e.g. 2 days per week for 6 weeks)

- Private study (4 hours per week) = 24 hours

Total = 150 hours

Workplace assignments (see below) will be completed as part of on-the-job learning.

ASSESSMENT

FORMATIVE

Learners will be formatively assessed during the course by means of set assignments. These will not count towards the final degree but will provide learners with developmental feedback.

SUMMATIVE

Assessment will be in two forms:

AE	Assessment Type	Weighting	Online submission	Duration	Length
1	Report based on a workplace case study	70%	Yes	Requiring on average 25-35 hours to complete	2,500 words +/- 10%, excluding data tables
2	Computer-based examination	30%	Yes	1 hour	-

FEEDBACK

Learners will receive formal feedback in a variety of ways: written (via email or VLE correspondence) and indirectly through online discussion groups. Learners will also attend a formal meeting with their Academic Mentor (and for apprentices, including their Line Manager). These bi- or tri-partite reviews will monitor and evaluate the learner's progress.

Feedback is provided on summatively assessed assignments and through generic internal examiners' reports, both of which are posted on the VLE.

INDICATIVE READING

Note: Comprehensive and current reading lists for courses are produced annually in the Course Syllabus or other documentation provided to learners; the indicative reading list provided below is used as part of the approval/modification process only.

BOOKS

- Smith, K. J., (2017), *The Practical Guide to World-Class IT Service Management*, The Anima Group
- Addy, R. (2007), *Effective IT Service Management To ITIL and Beyond!*, Berlin, Heidelberg : Springer Berlin Heidelberg

JOURNALS

Learners are encouraged to consult relevant journals on IT service management.

ELECTRONIC RESOURCES

Learners are encouraged to consult relevant electronic resources on IT service management.

INDICATIVE TOPICS

- Introduction to the elements of IT Service Management
- Incidents, Service Requests, Service Catalogue and Problems Management
- Knowledge Base, Service Level, Asset and Configuration Management

Title: NCHNAP560 Information Technology Service Management					
Approved by: Academic Board					
Location: Academic Handbook/Programme specifications and Handbooks/ Undergraduate Apprenticeship Programmes/BSc (Hons) Digital & Technology Solutions Programme Specification/Course Descriptors					
Version number	Date approved	Date published	Owner	Proposed next review date	Modification (As per AQF4) & category number
2.1	May 2022	May 2022	Scott Wildman	June 2025	Category 1: Corrections/clarifications to documents which do not change approved content.
2.0	January 2022	April 2022	Scott Wildman	June 2025	Category 3: Changes to Learning Outcomes
1.0	June 2020	June 2020	Scott Wildman	June 2025	