



Advanced Information Technology Service Management Course Descriptor

Course Title	Advanced Information Technology Service Management	Faculty	EDGE Innovation Unit (London)
Course code	NCHNAP687	Course Leader	Professor Scott Wildman (interim)
Credit points	15	Teaching Period	This course will typically be delivered over a 6-week period.
FHEQ level	6	Date approved	June 2020
Compulsory/ Optional	Compulsory for IT Consultant Specialism		
Prerequisites	None		
Co-requisites	None		

COURSE SUMMARY

This course explores the IT Infrastructure Library (ITIL), a best practice framework for IT Service Management (ITSM), which describes how IT resources should be best organised and managed to optimise organisation goals. ITIL is independent of technology or business. Learners will cover the fundamentals of ITIL: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. Additionally, learners will have the opportunity to apply their knowledge of data management systems using industry standard cloud-based technology e.g. using ServiceNow training. The course will give learners the opportunity to gain certification in ITIL.

COURSE AIMS

- Train learners in the underlying principles and concepts of ITIL.
- Train learners in the core processes of ITIL.
- For learners to explore ITIL applied to real-world examples.

LEARNING OUTCOMES

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

KNOWLEDGE AND UNDERSTANDING

- K1c Demonstrate a systematic understanding and detailed knowledge of the fundamental principles and concepts of ITIL and the opportunities and challenges it presents to organisations.
- K2c Have detailed knowledge and understanding of how ITIL can be effectively used in IT consultancy solutions.

SUBJECT SPECIFIC SKILLS

- S1c Critically evaluate ITIL approaches and be able to apply solutions to real-world examples.
- S2c Use ITIL to identify risks within an organisation, appreciating the limits and parameters of the technique.

TRANSFERABLE AND PROFESSIONAL SKILLS

- T1ci Demonstrate advanced consultancy skills and awareness of the challenges of organisations.
- T1cii Utilise an advanced level of technical proficiency of written English, while effectively applying scholarly terminology, to critically evaluate, analyse and make judgements and apply these appropriately to a range of diverse contexts.
- T2c Demonstrate a high-level of analytical thinking and problem-solving skills.
- T3c Communicate complex ideas effectively to stakeholders.

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.

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	Written Assignment	70%	Yes	-	4,000 words 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

- Farenden, P., (2012), *ITIL for Dummies*, Oxford: Wiley-Blackwell
- AXELOS Limited, (2016), *ITIL Practitioner Guidance*, Norwich: The Stationery Office
- Hunnebeck, L., (2011), *ITIL Service Design*, Norwich: The Stationery Office

JOURNALS

Learners are encouraged to consult relevant journals on IT Infrastructure Library.

ELECTRONIC RESOURCES

Learners are encouraged to consult relevant electronic resources on IT Infrastructure Library.

INDICATIVE TOPICS

- Principles of ITIL
- How ITIL supports ITSM
- Using ITIL in effective IT consultancy

Title: NCHNAP687 Advanced 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	