

B. Sc. (Information Technology)		Semester – VI	
Course Name: IT Services Management		Course Code: USIT606 (Elective I)	
Periods per week (1 Period is 50 minutes),		5	
Credits		2	
		Hours	Marks
Evaluation System	Theory Examination	2½	75
	Internal	--	25

Unit	Details	Lectures
I	<p>IT Service Management: Introduction, What is service management? What are services? Business Process, Principles of Service management: Specialisation and Coordination, The agency principle, Encapsulation, Principles of systems, The service Life Cycle, Functions and processes across the life cycle.</p> <p>Service Strategy Principles: Value creation, Service Assets, Service Provider Service Structures, Service Strategy Principles.</p> <p>Service Strategy: Define the market, Develop the offerings, Develop Strategic Assets, Prepare for execution.</p> <p>Challenges, Critical Success factors and risks: Complexity, Coordination and Control, Preserving value, Effectiveness in measurement, Risks.</p>	12
II	<p>Service Design: Fundamentals, Service Design Principles: Goals, Balanced Design, Identifying Service requirements, identifying and documenting business requirements and drivers, Design activities, Design aspects, Subsequent design activities, Design constraints, Service oriented architecture, Business Service Management, Service Design Models</p> <p>Service Design Processes: Service Catalogue Management, Service Level Management, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Supplier Management</p> <p>Challenges, Critical Success factors and risks: Challenges, Risks</p>	12
III	<p>Service Transition: Fundamentals, Service Transition Principles: Principles Supporting Service Transition, Policies for Service Transition</p> <p>Service Transition Processes: Transition planning and support, Change Management, Service Asset Configuration Management, Service and Deployment Management, Service Validation and Testing, Evaluation, Knowledge Management.</p> <p>Challenges, Critical Success factors and risks: Challenges, Critical Success factors, Risks, Service Transition under difficult Conditions.</p>	12
IV	<p>Service Operation: Fundamentals, Service Operation Principles: Functions, groups, teams, departments and divisions, achieving balance in service operations, Providing service, Operation staff involvement in service design and service transition, Operational Health, Communication, Documentation</p>	12

	<p>Service Operation Processes: Event Management, Incident Management, Request fulfilment, Problem Management, Access Management, Operational activities of processes covered in other lifecycle phases.</p> <p>Challenges, Critical Success factors and risks: Challenges, Critical Success factors, Risks</p>	
V	<p>Continual Service Improvement(CSI) Principles: CSI Approach, CSI and organizational change, Ownership, CSI register, External and Internal drivers, Service level management, Knowledge management, The Deming cycle, Service Measurement, IT governance, Frameworks, models, standards and quality Systems, CSI inputs and outputs.</p> <p>CSI Process: The seven-step improvement process. CSI Methods nad Techniques: Methods and techniques, Assessments, benchmarking, Service Measurement, Metrics, Return on Investment, Service reporting, CSI and other service management processes, Organising for CSI: Organisational development, Functions, roles, Customer Engagement, Responsibility model - RACI, Competence and training.</p> <p>Technology considerations: Tools to support CSI activities.</p> <p>Implementing CSI: Critical Considerations for implementing CSI, The start, Governance, CSI and organisational change, Communication Strategy and Plan</p>	12

Books and References:					
Sr. No.	Title	Author/s	Publisher	Edition	Year
1.	ITIL v3 Foundation Complete Certification Kit				2009
2.	ITIL v3 Service Strategy		OGC/TSO		
3.	ITIL v3 Service Transition		OGC/TSO		
4.	ITIL v3 Service Operation		OGC/TSO		
5.	ITIL Continual Service Improvement		TSO	2011	2011