



The University of Southern Queensland

## Course specification

The current and official versions of the course specifications are available on the web at <http://www.usq.edu.au/coursespecification/current>.  
Please consult the web for updates that may occur during the year.

### Description: Information Technology Service Management

Subject	Cat-nbr	Class	Term	Mode	Units	Campus
CIS	3008	78428	2, 2008	ONC	1.00	Toowoomba

<b>Academic group:</b>	FOBUS
<b>Academic org:</b>	FOB005
<b>Student contribution band:</b>	2
<b>ASCED code:</b>	020399

### STAFFING

Examiner: Aileen Cater-Steel  
Moderator: Wui-Gee Tan

### OTHER REQUISITES

Students are required to have access to a personal computer, e-mail capabilities and Internet access to USQConnect. Current details of computer requirements can be found at <http://www.usq.edu.au/business/aboutfob.htm>.

### RATIONALE

IT Service Management has become increasingly important as information systems play an essential role in public and private sector organisations. With the increased emphasis on IT governance, organisations need to ensure that they have effective processes in place to manage the significant investment in IT infrastructure. This course covers the core elements of best practice frameworks which are commonly used by IT departments and service providers.

### SYNOPSIS

The IT Infrastructure Library (ITIL) and ISO/IEC 20000 are recognised as providing a best practice framework for IT service management. ISO/IEC 20000 is an international standard for IT service management and provides a set of requirements for a service provider to deliver managed services of an acceptable level of quality to its customers. The approach of the course is to cover in detail the core processes which underpin the ITIL and ISO/IEC 20000 best practice frameworks. As well as the objectives of each process, the associated roles and responsibilities of IT service providers, management, staff and clients are identified. Planning and management of the following process groups are covered: problem resolution, configuration and change control, release into the production environment, service delivery, business and supplier relationship. Verbal and written communication skills are also emphasised as important for the student's skill and knowledge portfolio.

## OBJECTIVES

The course objectives define the student learning outcomes for a course. The assessment item/s that may be used to assess student achievement of an objective is/are shown in parentheses after each objective. On successful completion of this course, students should be able to:

1. recognise the importance of IT service management and the need for organisations to ensure that effective processes are in place to manage the significant investment in IT infrastructure; understand the contribution of the IT Infrastructure Library (ITIL) and ISO/IEC 20000 in providing best practice frameworks for IT service management (Assignment 1, Assignment 2, Examination)
2. understand the objectives, activities and associated roles and responsibilities to enable effective planning and management of the IT service support processes including resolution management; configuration and change control; and release into the production environment (Assignment 1, Assignment 2, Examination)
3. understand the objectives, activities and associated roles and responsibilities to enable effective planning and management of IT service delivery processes (Assignment 1, Assignment 2, Examination)
4. understand the importance of business relationship management and effective strategies to communicate and manage contracts with IT suppliers (Assignment 1, Assignment 2, Examination).

## TOPICS

	Description	Weighting (%)
1.	Introduction to IT service management, ITIL and ISO/IEC 20000	8.00
2.	Resolution processes: service desk, incident and problem management	18.00
3.	Control processes: change, release and configuration management	18.00
4.	Service level management	8.00
5.	Financial management: budgeting and accounting for IT services	8.00
6.	Capacity management	8.00
7.	Availability management	8.00
8.	Continuity management	8.00
9.	Security management	8.00
10.	Relationship processes: business relationship management; supplier management	8.00

## TEXT and MATERIALS required to be PURCHASED or ACCESSED

ALL textbooks and materials are available for purchase from USQ BOOKSHOP (unless otherwise stated). Orders may be placed via secure internet, free fax 1800642453, phone 07 46312742 (within Australia), or mail. Overseas students should fax +61 7 46311743, or phone +61 7 46312742. For costs, further details, and internet ordering, use the 'Textbook Search' facility at <http://bookshop.usq.edu.au> click 'Semester', then enter your 'Course Code' (no spaces).

CIS3008 study package available from the USQ Bookshop.

Palmer, R 2005, *IT service management foundation: ITIL study guide*, Gulf Stress Press, ITSM Series, Texas.

Summers, J & Smith, B 2006, *Communication skills handbook: how to succeed in written and oral communication*, 2nd edn, John Wiley & Sons, Milton, Queensland.

## REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.

2000, *Service support*, Stationery Office, London.

(ITIL version 2 book)

2001, *Service delivery*, Stationery Office, London.

(ITIL version 2 book)

2002a, *Application management*, Stationery Office, London.

(ITIL version 2 book)

2002b, *ICT infrastructure management*, Stationery Office, London.

(ITIL version 2 book)

2002c, *Planning to implement service management*, Stationery Office, London.

(ITIL version 2 book)

2003, *Software asset management*, Stationery Office, London.

(ITIL version 2 book)

2004, *Business perspective: the IS view on delivering service to the business*, Stationery Office, London.

(ITIL version 2 book)

2005a, *Foundations of IT service management based on ITIL*, Van Haren, The Netherlands.

(ITIL version 2 book)

2005b, *ITIL service level management*, GTS Learning, London.

(ITIL version 2 book)

2007a, *Continual service improvement*, TSO for the Office of Government Commerce, London.

(ITIL version 3 book)

2007b, *Service design*, TSO for the Office of Government Commerce, London.

(ITIL version 3 book)

2007c, *Service operation*, TSO for the Office of Government Commerce, London.

(ITIL version 3 book)

2007d, *Service strategy*, TSO for the Office of Government Commerce, London.

(ITIL version 3 book)

2007e, *Service transition*, TSO for the Office of Government Commerce, London.

(ITIL version 3 book)

Brooks, P 2006, *Metrics for IT service management*, Van Haren, Zaltbommel, Netherlands.

(ITIL version 2 book)

- Dugmore, J & Lacy, S 2005a, *Achieving ISO/IEC 20000: capacity management*, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2005b, *Achieving ISO/IEC 20000: keeping the service going*, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2006a, *Achieving ISO/IEC 20000: enabling change*, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2006b, *Achieving ISO/IEC 20000: finance for service managers*, 2nd edn, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2006c, *Achieving ISO/IEC 20000: integrated service management*, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2006d, *Achieving ISO/IEC 20000: making metrics work*, 2nd edn, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2006e, *Achieving ISO/IEC 20000: management decisions and documentation*, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2006f, *Achieving ISO/IEC 20000: managing end-to-end service*, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2006g, *Achieving ISO/IEC 20000: the differences between BS15000 and ISO/IEC 20000*, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Dugmore, J & Lacy, S 2006h, *Achieving ISO/IEC 20000: why people matter*, BSI Business Information, London.  
(ISO/IEC 20000 book)
- Hernandez, A 2007, *ISO/IEC 20000: the rise of a new service platform*, Dragonfire,  
(ISO/IEC 20000 book)
- Steinberg, RA 2005, *Implementing ITIL: adapting your organization to the coming revolution in IT service management*, Trafford, Victoria, British Columbia.  
(ITIL version 2 book)
- Taylor, S 2005, *ITIL small-scale implementation*, Stationery Office, London.  
(ITIL version 2 book)

## STUDENT WORKLOAD REQUIREMENTS

ACTIVITY	HOURS
Directed Study	36.00
Private Study	124.00

## ASSESSMENT DETAILS

Description	Marks out of	Wtg (%)	Due date
ASSIGNMENT 1	5.00	5.00	08 Aug 2008
ASSIGNMENT 2	100.00	30.00	12 Sep 2008
EXAM PART A (MULTI-CHOICE)	20.00	13.00	END S2 (see note 1)
EXAM PART B (WRITTEN)	80.00	52.00	END S2

### NOTES

1. The examination is scheduled to be held in the end-of-semester examination period. Students will be advised of the official examination date for Exam (Parts A and B) after the timetable has been finalised. The total working time for Exam (Parts A and B) is 2 hours.

## IMPORTANT ASSESSMENT INFORMATION

- 1 Attendance requirements:  
It is the students' responsibility to attend and participate appropriately in all activities (such as lectures, tutorials, laboratories and practical work) scheduled for them, and to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration.
- 2 Requirements for students to complete each assessment item satisfactorily:  
To satisfactorily complete an individual assessment item a student must achieve at least 50% of the marks. (Depending upon the requirements in Statement 4 below, students may not have to satisfactorily complete each assessment item to receive a passing grade in this course.)
- 3 Penalties for late submission of required work:  
If students submit assignments after the due date without prior approval of the examiner, then a penalty of 5% of the total marks gained by the student for the assignment may apply for each working day late up to ten working days at which time a mark of zero may be recorded. Unless otherwise directed by the examiner, students should submit the electronic copy only of the assignment through the USQConnect. It is the student's responsibility to make sure appropriate attachments are uploaded and submitted (send) for marking. Hard copy or e-mail submission is NOT acceptable.
- 4 Requirements for student to be awarded a passing grade in the course:  
To be assured of receiving a passing grade a student must achieve at least 50% of the total weighted marks available for the course.
- 5 Method used to combine assessment results to attain final grade:

The final grades for students will be assigned on the basis of the aggregate of the weighted marks obtained for each of the summative assessment items in the course.

- 6 Examination information:  
This is a restricted examination. Candidates are allowed access to specific materials during the examination. The only materials that candidates may use in the examination for this course are (i) written materials (non-electronic) such as textbooks and personal study notes; (ii) translation dictionaries (non-electronic); and (iii) calculators which cannot hold textual information (students must indicate on their examination paper the make and model of any calculator(s) they use during the examination).
- 7 Examination period when Deferred/Supplementary examinations will be held:  
Any Deferred or Supplementary examinations for this course will be held during the next examination period.
- 8 University Regulations:  
Students should read USQ Regulations 5.1 Definitions, 5.6 Assessment, and 5.10 Student Academic Misconduct for further information and to avoid actions which might contravene university regulations. These regulations can be found at <http://www.usq.edu.au/corporateservices/calendar/part5.htm>. Students should also read the Faculty of Business Policies and Procedures which can be found at <http://www.usq.edu.au/business/aboutfob.htm>.

## ASSESSMENT NOTES

- 1 Assignments: (i) The due date for an assignment is the date by which a student must despatch the assignment to the USQ. The onus is on the student to provide proof of the despatch date, if requested by the examiner. (ii) Students must retain a copy of each assignment submitted for assessment. This must be produced within 24 hours if required by the examiner. (iii) In accordance with university policy, the examiner may grant an extension of the due date of an assignment in extenuating circumstances. (iv) The examiner will normally only accept assignments which are electronically submitted through the USQ Study Desk for this course. Students who are unable to meet this submission requirement should contact the examiner of the course to negotiate alternative arrangements. (v) In the event that a due date for an assignment falls on a local public holiday in their area, such as a show holiday, the due date for the assignment will be the next day. Students are to note on the assignment cover the date of the public holiday for the examiner's convenience.
- 2 Course weightings: Course weightings of topics should not be interpreted as applying to the number of marks allocated to questions testing those topics in an examination paper.
- 3 Guidelines for assignments: Unless otherwise directed by the examiner, all written and oral assignments submitted by students must conform to the guidelines laid out in the 'Communication skills handbook: how to succeed in written and oral communication'. Any work not prepared in accordance with these guidelines may be subject to penalty or requirement for resubmission.
- 4 Make-up work: Students who have undertaken all of the required assessments in a course but who have failed to meet some of the specified objectives of a course within the normally prescribed time may be awarded the temporary grade: IM (Incomplete - Make up). An IM grade will only be awarded when, in the opinion of the examiner, a student will be able to achieve the remaining objectives of the course after a period of non-directed personal study.
- 5 Deferred work: Students who, for medical, family/personal, or employment-related reasons, are unable to complete an assignment or to sit for an examination at the scheduled time

may apply to defer an assessment in a course. Such a request must be accompanied by appropriate supporting documentation. One of the following temporary grades may be awarded: IDS (Incomplete - Deferred Examination); IDM (Incomplete Deferred Make-up); IDB (Incomplete - Both Deferred Examination and Deferred Make-up).

### **OTHER REQUIREMENTS**

- 1 E-mail and Internet access: Students will require access to e-mail and Internet access to USQConnect for this course.
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