



सिद्धिपूर्वकं प्रयत्नम्
भा. प्र. सं. इन्दौर
IIM INDORE

Indian Institute of Management Indore

Executive Post Graduate Program in E-GOVERNANCE

2013-14

Title of the Course: IT Service Management

Credits: 2

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COURSE DESCRIPTION

The IT Service Management Foundation certificate describes the key information and concepts for IT Service Management as well as its relationships with other areas of information management. This course builds the fundamental skills and knowledge enabling one to participate in organizational teams working within Service Management. Emphasis is on the service management system (SMS) and service management processes, specifically the core concepts and basic terminology of IT service management based on ISO/IEC 20000:2011.

COURSE OBJECTIVES

This course has following objectives:

- To make participants understand the importance of Key information and concepts of service management.
- How information security plays a great in our daily work routine.
- How a participant can make use of service management system and processes in his/her work area based on ISO/IEC 20000:2011.

PEDAGOGY

Lectures, Discussions, Team Activities, Role Plays, Classroom Activities and Presentations.

EVALUATION

Classroom Assignments	:	40%
Presentation	:	30%
End-term	:	30%

SCHEDULE OF SESSIONS:

Module 1: Introduction to IT Service Management: an Overview

Module Objective(s): To set the perspective of the course and to put forward various factors that plays significant role in IT Service Management

Sessions 1 What is IT Service Management: a Holistic viewpoint

Content: What quality is and why it is important; What an IT service is; The factors needed to provide an IT service; The benefits and characteristics of a process-based approach; The concept of IT service management; The benefits and risks of IT service management; The role of tools used within IT service management; The principles of continual improvement and the applications of the PDCA cycle.

Case: Assessment (Multiple choice questions).

Module 2: Basic principles of ITSM - Session 1

Module Objective(s): To discuss the basic principles of IT Service Management.

Session 2 **Purpose and Benefit of ISO/IEC 20000.**

Content: Identify the purpose and benefits of ISO/IEC 20000; Identify the purpose and application/audience of ISO 9001, ISO/IEC 27000 family, ITIL®, COBIT®, Six Sigma®, CMMI® for Services, GreenIT, Cloud, Tmap NEXT

Case: Assessment (Multiple choice questions).

Session 3 **Basic nature of Quality Frameworks.**

Content: Describe the complimentary nature of the quality frameworks.

Module 3: Content of ISO/IEC 20000, Section 1-2

Module Objective(s): To discuss the basic content of ISO/IEC 20000 (Section 1,2).

Session 4 **Section 1 and 2 (Basics).**

Content: Why and which roles are needed; The objective of a service management system; Describe general management responsibilities; Describe general governance principles; Importance of documentation and basic requirements for documentation; Describe the requirements for resource management .

Case: Case Study

Session 5 **Section 3 (Basics).**

Content: Describe the objective of planning and improving service management; Describe the continual improvement methodology for service management processes; Describe the key principles of producing and implementing a service management plan; Describe the requirements for monitoring, measuring, reviewing and improving the processes.

Case: Case Study

- Session 6** **Section 4 and 5 (Basics).**
Content: Describe at a high level the management requirements for new/changed services;
Describe at a high level the requirements for planning new/changed services;
Describe at a high level the requirements for designing new/changed services;
Describe at a high level the requirements for transitioning new/changed services.
Case: Case Study
- Session 7** **Section 6 (IT Service Management Processes).**
Content: Service Level Management, Service Reporting; Service Continuity and Availability
Management; Budgeting and Accounting for Services; Capacity Management;
Information Security Management.
Case: Case Study
- Session 8** **Section 7 and 8 (IT Service Management Processes).**
Content: Delivery processes: Business Relationship Management, Supplier Management.
Case: Case Study
- Session 9** **Section 9 and 10 (IT Service Management Processes).**
Content: Resolution processes and their relationships (Incident and service request
management, Problem management)
Support processes and their relationships (Change management, Configuration
management, Release and deployment management).
Case: Case Study
- Session 10** **Classification and Preview of IT Service Management Processes.**
Content: Classification and Preview of IT Service Management Processes.
Case: Assessment (Multiple choice questions).