

t.ITM - IT-Infrastructure Management

Person responsible for the course: Alexander Bosshard, bsha

Credits: 4

Valid for: 2010/2011

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Learning objectives:

The students:

get an overview over the operational aspects of an IT-organisation, based on the principles of ITIL (IT Infrastructure Library)

should be capable to recognize and apply the required processes, inclusive the definition of appropriate measurement criteria and adequate pricing.

receive the commercial and organizational competences for running successfully IT-centers

enhance their knowledge of good organisation in practical exercises which are based on case-studies.

Course content:

desired properties of processes

recommended processes by ITIL, version 2

dependencies between ITIL-processes

critical success factors and key performance indicators

formulation of achievable targets for service level agreements

costing

Previous knowledge:

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Teaching method:

Type of lesson:	Number of lessons per week:
Lecture	14 * 2
Tutorial/Practicum	14 * 2
Group teaching	exercises in groups
Block instruction	
Seminar	

Assessment:

According to the table or as specified in writing by the lecture at the beginning of the semester!

Number	Type	Weighting
1	End of term exam	90 minutes, 70%
1	Exam during the semester	20 minutes, 16%
14	Further assessments	short reports of practical exercises, 1% each

Language of instruction:

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Instruction material:

slides

book: foundations in Service Management based on ITIL, ISBN 90-77212-39-6

Comments:

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