

t.ITM - IT-Infrastructure Management

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Responsible OU: InIT
ECTS: 4
Valid for: 2012/2013
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Expertise:

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Methodological skills:

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Social skills:

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Personal skills:

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Learning objectives:

The students:

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

should be capable to formulate and apply the required processes, including the definition of appropriate measurement criteria and adequate pricing of data-center infrastructure, corporate ICT-services and applications.

receive the commercial and organizational competences to successfully operate/run ICT-service centers.

enhance their knowledge of optimized/adequate organizational structures by applying the trained skills in practical exercises, mostly based on case-studies.

Course content:

- Define features/abilities of processes
 - Build ICT-processes according to ITIL, version 2/3
 - Dependencies between different ITIL-processes
 - Critical success factors and key performance indicators
 - Formulate achievable targets for service level agreements (SLAs)
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- Cost calculations

Previous knowledge:

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Teaching method:

Type of lesson:	Number of lessons per week:
Lecture	14 * 2
Tutorial/Practicum	14 * 2
Block instruction	

Assessment:

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

description	type	form	scope	assessment	weighting
Performance records during school hours					
Semester end exam					

Language of instruction:

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Instruction material:

slides from lectures

Book:

Foundations in Service Management based on ITIL,
ISBN 90-77212-39-6

Additional literature:

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Comments:

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