

GUJARAT TECHNOLOGICAL UNIVERSITY

Subject Name: IT Service Management

Subject Code: 3725102

Semester: II

Type of course: M.E. Computer Engineering (IT systems and Network Security)

Prerequisite:

- Infrastructure management services
- Software planning and requirement
- Resource management for scalable system

Rationale: NA

Teaching and Examination Scheme:

Teaching Scheme			Credits C	Examination Marks				Total Marks
L	T	P		Theory Marks		Practical Marks		
				ESE (E)	PA (M)	ESE (V)	PA (I)	
3	2#	0	4	70	30	30	20	150

L- Lectures; T- Tutorial/Teacher Guided Student Activity; P- Practical; C- Credit; ESE- End Semester Examination; PA- Progressive Assessment;

Content:

Sr. No.	Content	Total Hrs	% Weightage
1	Service Strategy, general strategy, competition and market space	2	4
2	service provider types, service management as a strategic asset	2	4
3	key process activities, financial management, service portfolio management	2	4
4	demand management, key roles and responsibilities of staff, Service Design	2	4
5	design of architecture, processes, policies, documentation, and allowing for future business requirements	2	4
6	Service Design Package (SDP), Service catalog management	2	4
7	Service Level management, designing for capacity management	2	4
8	IT service continuity, Information Security	2	4
9	supplier management, and key roles and responsibilities for staff	2	4
10	Service Transition	2	4
11	Service Asset and Configuration Management, Transition Planning and Support	2	4
12	Release and deployment management, Change Management, Knowledge Management, key roles of staff	2	4
13	Service Operation, Balancing conflicting goals (e.g. reliability v cost etc),	2	4
14	Event management, incident management, problem management, event fulfillment, asset management	2	6
15	service desk technical and application management as well as key roles	2	6

	and responsibilities for staff		
16	Continual Service Improvement (CSI), training and awareness, ongoing Schedule, roles created, ownership assigned, and activities identified in order to be successful	3	6

Reference Books: - IT Service Management by Ernest Brewster, Richard Griffiths, Aidan Lawes, John Sansbury, Viva Books Private Limited
- IT Service Management From Hell Based On Not ITIL by B. Johnson, P. Wilkinson, Van Haren Publishing

Course Outcome:

After learning the course the students should be able to:

- Demonstrate the service management that includes marketing challenges
- Discuss in the details about the Design such as policies, documentation
- Study in details about the staff handling and human resource
- Discuss in detail about planning of future scope of technologies
- Study the roles and responsibilities of staff in IT Infrastructure

List of Experiments: (with Open Ended Problems)

- Creating SLA as a Service Provide
- Creating the OLA within the organization
- Discuss the continuous service planning as being an service provider firm.

Major Equipment:

- VMWare-Workstation
- Linux (Kali/Fedora/BT5/centOS)
- Windows Server 2008/2012

List of Open Source Software/learning website:

- www.itsil-officialsite.com/

Review Presentation (RP): The concerned faculty member shall provide the list of peer reviewed Journals and Tier-I and Tier-II Conferences relating to the subject (or relating to the area of thesis for seminar) to the students in the beginning of the semester. The same list will be uploaded on GTU website during the first two weeks of the start of the semester. Every student or a group of students shall critically study 2 papers, integrate the details and make presentation in the last two weeks of the semester. The GTU marks entry portal will allow entry of marks only after uploading of the best 3 presentations. A unique id number will be generated only after uploading the presentations. Thereafter the entry of marks will be allowed. The best 3 presentations of each college will be uploaded on GTU website