

GUJARAT TECHNOLOGICAL UNIVERSITY

M.E. Computer Engineering (IT Systems and Network Security)

Semester: II

Subject Name: IT Service Management

Subject Code: 725102

Course Content:

Service Strategy, general strategy, competition and market space, service provider types, service management as a strategic asset, key process activities, financial management, service portfolio management, demand management, key roles and responsibilities of staff, Service Design, design of architecture, processes, policies, documentation, and allowing for future business requirements, Service Design Package (SDP), Service catalog management, Service Level management, designing for capacity management, IT service continuity, Information Security, supplier management, and key roles and responsibilities for staff, Service Transition, Service Asset and Configuration Management, Transition Planning and Support, Release and deployment management, Change Management, Knowledge Management, key roles of staff, Service Operation, balancing conflicting goals (e.g. reliability v cost etc), Event management, incident management, problem management, event fulfillment, asset management, service desk, technical and application management, as well as key roles and responsibilities for staff, Continual Service Improvement (CSI), training and awareness, ongoing scheduling, roles created, ownership assigned, and activities identified in order to be successful

Text Book:

1. IT Service Management by Ernest Brewster, Richard Griffiths, Aidan Lawes, John Sansbury, Viva Books Private Limited

Reference Book:

1. IT Service Management From Hell Based On Not ITIL by B. Johnson, P. Wilkinson, Van Haren Publishing