Unit Title	IT Service Management (blended)
FHEQ Level	Level 6
Unit Code	CLC20302
Credit Value	15
Unit Type	Subject

Learning Hours

Staff – Student Contact Hours		Independent Study Hours	
Classes	30	Independent study	100
Supervised access to Ravensbourne resources		Preparation for assessment	20
Total			150

Unit Description

This unit is designed to give students detailed knowledge and understanding of what is IT Service Management, its importance in modern day organisations and key IT service management practices and frameworks. The IT infrastructure may include software, networks, computers and storage services. A well tested set of procedures and processes ensures that the services delivered to the stakeholders are fit for purpose and meet the value chain and strategic objectives of the organisation. Learners will gain a clear understanding of the principles of the service operation stage of the service lifecycle, along with its core processes, supporting organisational activities.

This unit addresses the infrastructure, activities and the processes required to support the IT services. In the absence of appropriate support mechanism, services may fail to satisfy the stakeholders. Regular updates and maintenance is the key to successful service delivery. This also facilitates the process of continuous improvements in the system to meet the business objectives.

The Five Principles underpin the Mindsets and Skillsets Manifesto and are the foundation upon which all course curriculum frameworks and unit specifications are based. The relevant Principles as stated below have been mapped against the Learning Outcomes relevant to each course unit and at each level (see Programme Specifications for full description of the Five Principles):

1. Cultivate / Where the individual thrives.
2. Collaborate / Where disciplines evolve.
3. Integrate / Where education engages industry.
4. Advocate / Where purpose meets practice.
5. Originate / creativity meets technology.

Unit Indicative Content

IT Service Management

Industry-wide Knowledge
- Introduction to service operations, principles and process
- ITSM and ITIL
- Optimisation of resources
- Planning process
- Role definition for tasks
- Components of IT infrastructure
- IT service lifecycle
- Common service operation activities
- Value and value co-creation
- IT service stakeholders
- Products and services
- Service relationships
- Governance
- Continual improvement
- General management practices
- Service management practices
- Technical management practices
- Risks, challenges and success factors for ITSM

Unit Aims

1. To identify IT services as a means to provide functionality and value to customers in the context of specific case studies
2. To understand the needs and targets of the different stakeholders (service providers, customers, suppliers/partners) in the services value chain.
3. To u understand the service management process
4. Specify Service Management System for a given scenario
5. To appreciate the importance of aligning IT strategy with business and differentiate between technical support and strategic support of IT roles
6. To select the appropriate tools to support a given designed service management solution.

Unit Learning Outcomes

LO 1 Research/Inspiration

Select and evaluate information gathering techniques using a wide range of sources, providing visual, contextual and industry case-study research as appropriate.

Related Principle: ORIGINATE

LO 2 Concept/Ideation

Critically appraise and evaluate appropriate research materials to generate workable concepts or strategic project themes that inform and underpin project development. Related Principle: ORIGINATE

LO 6 Critical and creative mindsets Evaluate a range of critical approaches in order to form an independent position

Related Principle: ORIGINATE

LO 7 Employability
Effectively employ professional transferrable and employability skills, including the ability to manage time and work to clear briefs and deadlines, respond to set goals, and communicate effectively.
Related Principle: CULTIVATE

Learning and Teaching Methods

This unit will be delivered using a combination of:

- Lectures / Seminars
- Online activities
- Self-directed independent study
- Peer learning, group discussion, guest speakers

Assessment methods and tasks

Assessment tasks	Weighting (%) *(one grade or multi-grade unit)*
Case study Report (~1500-2000 words)	50%
Online video presentation	50%

Indicative Assessment Criteria

Develop an IT service management plan outlining the following:

Define what is IT Service Management and why it is important for your selected

organisations (LO1)

Develop a service management plan using IT service lifecycle (LO2, LO7)

Identify failure and success factors for your developed plan (LO2)

Critically evaluate practices encompassing general, service and technical management (LO6)

Explore the business IT strategy and evaluate why aligning IT strategy with business is important and differentiate between technical support and strategic support of IT roles (LO1)

Essential Reading list

ITIL Foundation. TSO, 2019.

Recommended Reading List

ITIL® 4 Foundation Practice tests: Get certified guaranteed with 200+ detailed ITIL 4 Foundation QnAs Paperback – 12 Jun 2019

Further reading and resources may be identified in your Project Brief.