

Course guide

230377 - FITSM - Service Management with Fitsm

Last modified: 29/07/2019

Unit in charge: Barcelona School of Telecommunications Engineering
Teaching unit: 744 - ENTEL - Department of Network Engineering.

Degree: Academic year: 2019 ECTS Credits: 3.0
Languages: English

LECTURER

Coordinating lecturer: Joan Serrat

Others:

TEACHING METHODOLOGY

Teaching classes by the professor

LEARNING OBJECTIVES OF THE SUBJECT

The seminar is designed as an introduction of Information Technology Service Management (ITSM) and in particular of the FitSM standard (<https://fitsm.itemo.org/>)

The students who pass the test will get the official certificate "FitSM Foundation Level" (see Assessment System)

At the end of the seminar the students will know:

- How to identify IT services as a means to provide functionality and value to customers
- How to express the needs and targets of the different stakeholders (service providers, customers, suppliers/partners) in the services value chain.
- The importance of a service management framework as a means to help consultants and firms to establish a common understanding to ground a service management approach.
- The FitSM service management processes

STUDY LOAD

Type	Hours	Percentage
Hours large group	24,0	32.00
Self study	51,0	68.00

Total learning time: 75 h

CONTENTS

Service management concepts and frameworks

Description:

Services and service management. Customer-facing services. Resource-facing services. Identifying IT services. The service lifecycle. Processes. Functions. Roles. Service strategy. Service portfolio. Service catalog management. Service level agreements. Operational level agreements. Supplier management/underpinning contracts. Introduction to ITIL v3, ISO 20000 and FitSM

Full-or-part-time: 8h

Theory classes: 8h

Service planning and delivery processes

Description:

The processes to be considered under this section are: Service portfolio management, Service level management, Service reporting, Service availability and continuity management, Capacity management, Information security management, Customer relationship management and Supplier relationship management.

For each of the above mentioned processes, the following will be tackled: Objective, key concepts and requirements of each planning and delivery process. Inputs, key activities and outputs of each process. Typical roles involved in the planning and delivery processes.

Full-or-part-time: 8h

Theory classes: 8h

Service operation and control processes

Description:

The processes that will be considered in this section are: Incident and service request management, Problem management, Configuration management, Change management, Release and deployment management and Continual service improvement management.

For each one of the above mentioned processes, the following aspects will be tackled: Objective, key concepts and requirements of each process. Inputs, key activities and outputs of each process. Typical roles involved in the operation and control processes.

Full-or-part-time: 8h

Theory classes: 8h

GRADING SYSTEM

The seminar will be evaluated by means of two test-based exams.

- First exam:
- Scope: Fundamentals of FITSM.
- This exam will take place after the initial 8 hours of class.
- 30 minutes duration
- Closed book, i.e. no aids will be allowed
- 20 multiple choice questions (four possible answers for each question, one correct answer per question)
- The student who pass this exam with at least a 65% correct answers (13 questions out of 20) will have the certification on "FITSM Foundation Level"
- Second exam:
- Scope: FitSM processes in detail.
- This exam will take place at the end of the seminar
- 60 minutes duration
- Closed book, i.e. no aids will be allowed
- 30 multiple choice questions (four possible answers for each question, one correct answer per question)

The seminar final grade will be the 30% of the first exam grade and the 70% of the second exam grade.

BIBLIOGRAPHY

Basic:

- FitSM. "Standards for lightweight IT service management". FitSM training material.