

Course unit title	Course unit code
IT PROCESSES ACCORDING TO ITIL METHODOLOGY	

Lecturer (s)	Department where course unit is delivered
Prof. Dr Audrius Lopata Ilona Veitaitė	Kaunas Faculty, Institute of Social Sciences and Applied Informatics

Cycle	Level of course unit	Type of the course unit
Bachelor	1/1	Compulsory

Mode of delivery	Semester or period when the course unit is delivered	Language of instruction
Lectures	5 semester	English

Prerequisites and corequisites	
Prerequisites: Informatics, Information technologies	Corequisites:

Number of ECTS credits allocated	Student's workload	Contact work hours	Individual work hours
5	133	64	69

Purpose of the course unit: programme competences to be developed		
<p>Students can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to ITIL certification: Service management as a practice (comprehension); The ITIL service lifecycle (comprehension); Generic concepts and definitions (awareness); Key principles and models (comprehension); Selected processes (awareness); Selected functions (awareness); Selected roles (awareness); Technology and architecture (awareness).</p>		
Learning outcomes of course unit	Teaching and learning methods	Assessment methods
Students will: - know ITIL V3 terminology, architecture, the main principles of IT services management and put these knowledge into the practice; - be ready to gain new IT management related knowledge and competencies.	Lectures Laboratory classes, Literature analysis	Colloquium (interview led by lecturer and / or specialist), Examination, Individual work, Laboratory examination
- acquire knowledge necessary for passing the exam of „Foundation Certificate in IT Service Management“	Individual project, Laboratory classes	Colloquium (interview led by lecturer and / or specialist), Examination, Individual work, Laboratory examination

Course content: breakdown of the topics	Contact work hours						Individual work hours and tasks			
	Lectures	Consultations	Seminars	Practice classes	Laboratory	Practice	All contact work	Individual work	Tasks	
Introduction to ITIL V.3 Management of services: Theoretical principles putting in to the practice; Services lifecycle; The main principles and models	2			2				4	11	Literature studies ([2] Chapter „Introduction, Common Terminology“) ([2] Chapter „Service Strategy“); ([2] skyrius „Service Operation“); Preparation for Midterm exam
Processes (1/2): Service Strategy; Service Design; Service Transition.	3			8				11	14	Literature studies ([2] Chapter „Continual Service Improvement“); Laboratory works
Processes (2/2): Service Operation; Continual Service Improvement.	3			6				9	16	Preparation of individual work
Functions (1/2) Service Desk IT Operations Management	3			8				11	14	Preparation for Exam
Functions (2/2) Application Management; Technical Management)	3			6				9	16	Literature studies ([2] Chapter „Continual Service Improvement“); Laboratory works
Roles and responsibilities RACI model. Technologies and architecture	2			2				4	10	Preparation for Exam
Consultations		2						2		
Exam						2		2		
Total	16	2		3 2			2	52	81	

Assesment strategy	Compa rative weight percent age	Date of examinatio n	Assesment criteria
Laboratory Work No.1 (LD1)	20	Week 8	2 tasks, assessment 50% for every task. Topics for Laboratory Work No.1 Service Strategy; Service Design; Service Transition; Service Strategy; Service Design; Service Transition.
Mid-term Exam (K)	20	Week 8	4 questions, the assessment of midterm exam: 25% for each question Topics for Midterm exam: Service Strategy; Service Design; Service Transition); Service Strategy; Service Design; Service Transition.
Laboratory Work No.2	20		2 tasks, assessment 50%/50% for every task. Topics for Laboratory Work No.2

			Service Desk; IT Operations Management; Application Management; Technical Management.
Examination (E)	40		Exam is from theoretical lectures material Assessed in grades 1-10 rating scale: 10-9: Excellent knowledge and skills. The evaluation level. 90-100% correct answers. 8-7: Good knowledge and skills may be minor errors. Synthesis level. 70-89% correct answers. 6-5: Average knowledge and skills with errors. Level of analysis. 50-69% correct answers. 4-3: Knowledge and skills is below average, the (material) errors. Knowledge of the level. 20-49% correct answers. 2-1: Dissatisfied with the minimum requirements. 0-19% correct answers
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Final Grade formula: $LD1*0,2+K*0,2+LD2*0,2+E*0,4=1$			

Author	Year	Title	Number of periodical publication or publication Volume	The place of publication and publisher or online link
Required reading				
1. Liz Gallacher, Helen Morris. Sybex;, ISBN-10: 1119942756, ISBN-13: 978-1119942757	(October 15, 2012)	ITIL Foundation Exam Study Guide, 1st Edition.	Liz Gallacher, Helen Morris. Sybex;, ISBN-10: 1119942756, ISBN-13: 978-1119942757	
2. Ivanka.,	(September 12, 2011)	Itil® Foundation Complete Certification Kit - Study Book and eLearning Program	- 4th edition 4 Stg Edition. Emereo Pty Ltd; Menken ISBN-10: 1743331363, ISBN-13: 978-1743331361.	
Recommended reading				
<ul style="list-style-type: none"> Christian F. Nissen. Passing Your Itil Foundation Exam (Best Management Practice), 1st Edition. Series: Best Management Practice, The Stationery Office; (February 29, 2012), ISBN-10: 0113313551, ISBN-13: 978-0113313556 Drew Walker ITIL v3 Foundations: The Fast Pass Study Guide (SecureNinja) (Volume 5) Series: SecureNinja, 236 pages, CreateSpace Independent Publishing Platform; 2014 edition (November 3, 2014), ISBN-10: 150309426X, ISBN-13: 978-1503094260 David Cannon ITIL Service Strategy 2nd Edition, Series: Itil. 469 pages, The Stationery Office; 2nd edition (July 29, 2011), ISBN-10: 0113313047, ISBN-13: 978-0113313044. 				