Study program: Information Technologies and Systems	
Course title: IT Services Management	
Professor/assistant: MSc Srđan Atanasijević	
Type of course: Elective	
ECTS credits: 7	
Prerequisites: Completed course *Operating Systems* (undergraduate studies)	

Aims of the course:

Students learn terminology, concepts and definitions of ITIL; ITIL approach guided by the life cycle of services and the basic 5 phases of this model; ITIL processes and functions and their contribution to the activities of IT service management; Dependency among particular processes; Objective benefits of using the best practices of ITIL; relations to standards, norms, methods related to the area.

Learning outcomes:

Training students to use basic ITIL techniques and tools. Specialists can analyze and see the possibilities and ways of applying ITIL in modern organizations.

Syllabus:

Theory teaching:

Service Strategy – Setting up overall business goals and expectations with the aim of defining IT strategy.

Service Design – Defining a set of new or changed business requirements, and developing solutions that meet specified business demands.

Service Transition – Setting guidelines for the transition of services in the real business environment (infrastructure, knowledge, changes, risk management and quality assurance).

Service Operations – Setting excellence in everyday business activities.

Continual Service Improvement – Continuous metrics-based improvements,

MOF – Microsoft Solution Framework, ITSM adapted in practice.

Practical teaching:

1. ITSM Software tools and techniques
2. Assigned projects, term paper

Literature:

1. Atanasijević Srđan, Upravljanje IT servisima prema ITIL principima, skripta, VTŠ, Kragujevac, 2011
2. An Introductory overview of ITIL V3, Allison Cartlidge …, The IT Service Management Forum, 2007, The UK Chapter of the itSMF.
3. Foundations of IT Service Management Based on ITIL V3, Jan van Bon, Annelies van der Veen, 2007, The UK Chapter of the itSMF
4. MOF 4.0: Microsoft Operations Framework 4.0, David Pultorak, Clare Henry, and Paul Leenards, 2008, Van Haren Publishing

Total number of active classes: 6	**Lectures: 3**	**Practical classes: 3**

Teaching methods:

Lectures – presentations, active participation of students.

Practical training – preparation of term papers using the Internet. Term paper is in written form followed by PowerPoint presentation. Term paper is defended orally.

Grading system (maximum 100 points)

grading scale from 5 to 10: below 51 points grade 5, grade 6 from 51- 60 points, grade 7 from 61- 70 points, grade 8 from 71-80 points, grade 9 from 81-90 points, grade 10 from 91- 100 points.

Pre-exam obligations:	Points:	Final exam:	Points:
Activity during lectures	5	Oral exam	50
Practical training	5		
Written test(s)	20		
Term papers	20		