

## 615-685 Managing In-house IT Service Provision

<b>Credit Points:</b>	12.500
<b>Level:</b>	Graduate/Postgraduate
<b>Dates &amp; Locations:</b>	This subject is not offered in 2008. Lectures
<b>Time Commitment:</b>	Contact Hours: 3 hours of lectures per week Total Time Commitment: 10 hours per week
<b>Prerequisites:</b>	None
<b>Corequisites:</b>	None
<b>Recommended Background Knowledge:</b>	None
<b>Non Allowed Subjects:</b>	None
<b>Core Participation Requirements:</b>	<p>&lt;p&gt;For the purposes of considering request for Reasonable Adjustments under the Disability Standards for Education (Cwth 2005), and Student Support and Engagement Policy, academic requirements for this subject are articulated in the Subject Overview, Learning Outcomes, Assessment and Generic Skills sections of this entry.&lt;/p&gt;         &lt;p&gt;It is University policy to take all reasonable steps to minimise the impact of disability upon academic study, and reasonable adjustments will be made to enhance a student's participation in the University's programs. Students who feel their disability may impact on meeting the requirements of this subject are encouraged to discuss this matter with a Faculty Student Adviser and Student Equity and Disability Support: &lt;a href="http://services.unimelb.edu.au/disability"&gt;http://services.unimelb.edu.au/disability&lt;/a&gt;&lt;/p&gt;</p>
<b>Coordinator:</b>	Department of Information Systems
<b>Subject Overview:</b>	<p>Over the course of the last twenty years, a highly regarded body of principles and practices for IT management, known as ITIL ( <a href="http://www.itil.co.uk/">http://www.itil.co.uk/</a> ), has been developed by the UK's Office of Government and Commerce. Developed by subject matter experts around the globe, ITIL is now also used and recognized by IT organizations around the world. This subject provides students with an introduction to ITIL and the wide range of best management practices that ITIL prescribes. All eight topics from ITIL will be covered:</p> <ul style="list-style-type: none"> <li># Service Support,</li> <li># Service Delivery,</li> <li># ICT Infrastructure Management,</li> <li># Security Management,</li> <li># The Business Perspective,</li> <li># Application Management,</li> <li># Software Asset Management,</li> <li># Planning to Implement Service Management</li> </ul> <p>Upon completion of this subject, students should be able to explain clearly the core body of knowledge in each of the eight areas above, and explain why such practices are effective. The subject will not result in any formal ITIL certification, but it will provide a strong foundation for future certification, if required.</p>
<b>Assessment:</b>	Written assignments and project work totaling no more than 6000 words due during the semester (50%); a 2-hour written examination in the examination period (50%). Detailed information will be made available to students prior to the commencement of the subject.
<b>Prescribed Texts:</b>	Subject Notes (There are no prescribed texts for this subject). Reference: <a href="http://www.itil.co.uk/publications.htm">http://www.itil.co.uk/publications.htm</a>
<b>Breadth Options:</b>	This subject is not available as a breadth subject.
<b>Fees Information:</b>	Subject EFTSL, Level, Discipline & Census Date, <a href="http://enrolment.unimelb.edu.au/fees">http://enrolment.unimelb.edu.au/fees</a>
<b>Generic Skills:</b>	Students should have honed their generic skills such as:

	<ul style="list-style-type: none"><li># clear thinking,</li><li># improved reading and writing,</li><li># enhanced ability to work in a team, and</li><li># presentation skills.</li></ul>
<b>Links to further information:</b>	<a href="http://www.dis.unimelb.edu.au/current/postgrad/subjects/index.html">http://www.dis.unimelb.edu.au/current/postgrad/subjects/index.html</a>
<b>Related Course(s):</b>	Master of Information Systems Master of Information Systems Master of Information Systems (Coursework)