

615-685 Managing In-house IT Service Provision

Credit Points:	12.50
Level:	9 (Graduate/Postgraduate)
Dates & Locations:	2009, This subject commences in the following study period/s: Semester 1, - Taught on campus. Lectures
Time Commitment:	Contact Hours: 3 hours of lectures per week Total Time Commitment: 10 hours per week
Prerequisites:	Students who are enrolled in the two year 200 point Master of Information Systems must have completed 50 points of study to enrol in this subject.
Corequisites:	None
Recommended Background Knowledge:	None
Non Allowed Subjects:	None
Core Participation Requirements:	It is University policy to take all reasonable steps to minimise the impact of disability upon academic study and reasonable steps will be made to enhance a student's participation in the University's programs. Students who feel their disability may impact upon their active and safe participation in a subject are encouraged to discuss this with the relevant subject coordinator and the Disability Liaison Unit.
Coordinator:	Mr Stan Agombar
Subject Overview:	<p>Over the course of the last twenty years, a highly regarded body of principles and practices for IT management, known as ITIL (http://www.itil.co.uk/), 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"> # Service Support, # Service Delivery, # ICT Infrastructure Management, # Security Management, # The Business Perspective, # Application Management, # Software Asset Management, # Planning to Implement Service Management <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>
Assessment:	A report of 2000 words due in the first half of semester (20%); a report of 4000 words due in the second half of semester (30%); and a 2-hour written examination in the examination period (50%).
Prescribed Texts:	Subject Notes (There are no prescribed texts for this subject). Reference: http://www.itil.co.uk/publications.htm
Breadth Options:	This subject is not available as a breadth subject.
Fees Information:	Subject EFTSL, Level, Discipline & Census Date, http://enrolment.unimelb.edu.au/fees

Generic Skills:	Students should have honed their generic skills such as: # clear thinking, # improved reading and writing, # enhanced ability to work in a team,and # presentation skills.
Links to further information:	http://www.dis.unimelb.edu.au/current/postgrad/subjects/index.html
Related Course(s):	Master of Business Administration/Master of Information Systems Master of Information Systems Master of Information Systems Master of Information Systems (Coursework) Master of Information Systems/Postgraduate Diploma in Management
Related Majors/Minors/ Specialisations:	R05 RI Master of Science - Information Systems