



1.	<b>Course title</b>	IT Service Management
2.	<b>Course code</b>	ITMS02
3.	<b>Semester</b>	10
4.	<b>Unit offering the course</b>	Faculty of Computer Science and Engineering
5.	<b>ECTS</b>	6
6.	<b>Goals of the study programme</b>	
	Upon completion of the course, students will be able to:- Identify the life cycle and basics of the underlying processes involved in management of IT services, and how they are integrated into real IT business models services- Identify ways in which IT and business can work together to improve overall productivity and efficiency- Learn how to turn the reactive relationship between IT and users into a proactive relationship- Learn the concepts of IT service management through real examples and relevant tasks	
7.	<b>Contents of the study programme</b>	
	Course content:Real service management- Introduction to IT services managementService life cycle- Introduction to the service life cycleMain principles, models and concepts-Introduction to the main principles, models and conceptsConcepts, roles and functions- Service strategy-Service design- Change of services- Functioning of services-Continuous improvement of servicesTechnology and architecture- Architectures and technologies for IT services management	