

<b>COURSE TITLE</b>	<b>INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY</b>
<b>COURSE CODE</b>	<b>05CA0602</b>
<b>COURSE CREDITS</b>	<b>2</b>

**Objective:**

- 1 Apply ITIL framework concepts including service strategy and service design processes such as service portfolio, financial, and demand management in IT service environments.
- 2 Apply ITIL practices in service transition and operation, including change management, knowledge management, and service desk functions for effective service delivery.
- 3 Analyze ITIL lifecycle stages and processes such as service level management, supplier management, and continuity management to improve service performance and reliability.
- 4 Evaluate IT service management strategies, including IT operations management and load balancing techniques, to ensure efficient, scalable, and high-quality IT services.

**Course Outcomes:** After completion of this course, student will be able to:

- 1 Describe the ITIL framework and its importance in IT Service Management (ITSM).
- 2 Explain the key components and processes involved in the Service Strategy phase of ITIL.
- 3 Illustrate the principles and activities related to Service Design, ensuring alignment with business objectives
- 4 Apply the best practices of Service Transition to manage changes and deployments effectively.

**Pre-requisite of course:**NA

**Teaching and Examination Scheme**

<b>Theory Hours</b>	<b>Tutorial Hours</b>	<b>Practical Hours</b>	<b>ESE</b>	<b>IA</b>	<b>CSE</b>	<b>Viva</b>	<b>Term Work</b>
2	0	0	50	30	20	0	0

<b>Contents : Unit</b>	<b>Topics</b>	<b>Contact Hours</b>
1	<b>ITIL OVERVIEW AND SERVICE STRATEGY &amp; DESIGN</b> ITIL History, Components of the ITIL Library, Service Portfolio Management, IT Financial Management Process, Management, the Demand Management Process, Service Design Lifecycle Stage, The Service Catalog Management Process, The Service Level Management Process, The Supplier Management Process, Continuity Management Process.	15

<b>Contents : Unit</b>	<b>Topics</b>	<b>Contact Hours</b>
2	<b>SERVICE TRANSITION &amp; OPERATION</b> Service Transition Lifecycle Stage, Transition planning and support, Change Management Process, Knowledge Management, Service Operation Lifecycle Stage, The Service Desk Function, The IT Operations Management Function, The Application Management Function Load Balancing traffics	15
<b>Total Hours</b>		<b>30</b>

**Textbook :**

- 1 ITIL Foundation Exam Study Guide, Helen Morris, Liz Gallacher, John Wiley & Sons (Sybex), 2012
- 2 ITIL V3 Foundation Complete Certification Kit, The Art of Service, The Art of Service, 2016

**References:**

- 1 ITIL For Beginners, ITIL For Beginners, ClydeBank Technology, ClydeBank Media LLC, 2015

**Suggested Theory Distribution:**

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery					
<b>Remember / Knowledge</b>	<b>Understand</b>	<b>Apply</b>	<b>Analyze</b>	<b>Evaluate</b>	<b>Higher order Thinking / Creative</b>
10.00	15.00	25.00	25.00	25.00	0.00

**Instructional Method:**

- 1 PPT, Boardwork

**Supplementary Resources:**

- 1 <https://www.axelos.com/certifications/itil-service-management/>