IT Service Support

Course Objectives:

1. Critique IT Service Management (ITSM) principles and the ITIL framework, justifying their significance in delivering reliable IT services.
2. Evaluate service design and strategy techniques to recommend solutions that align IT services with organizational objectives and customer needs.
3. Develop incident and problem management strategies to ensure efficient service operations and customer satisfaction.
4. Construct frameworks for change and release management to maintain stability during service transitions.
5. Design continual service improvement plans, integrating feedback loops and performance metrics to enhance service quality.

Course Outcome:

1. Critique ITSM concepts and the ITIL framework to justify their significance in managing IT services efficiently.
2. Evaluate service design principles to prioritize strategies that align IT operations with business goals and customer needs.
3. Develop workflows for incident and problem management that enhance service reliability and customer satisfaction.
4. Construct change and release management plans that maintain stability during service transitions while ensuring compliance with industry standards.
5. Design continuous service improvement plans by integrating performance metrics and customer feedback to optimize IT service delivery.

MODULE WISE COURSE CONTENT AND OUTCOME				
SL.NO	**MODULE NAME**	**MODULE CONTENT**	**MODULE LEARNING OUTCOME**	**DURATION (HRS)**
1	Introduction to IT Service Management	- Overview of ITSM concepts - Components of the ITIL framework - Business benefits of ITSM	Critique ITSM concepts and justify their importance in improving business operations.	9
2	Service Design and Strategy	- Principles of service design - Managing SLAs - Cost optimization and risk management in strategy	Evaluate service design principles and recommend strategies for aligning IT services with business needs.	9
3	Service Transition and Operations	- Managing service transitions - Incident and problem management - Testing and validation strategies	Develop strategies for managing incidents, problems, and service transitions effectively.	9

4	Continual Service Improvement	- Identifying metrics for improvement - Feedback loops in service management - Performance evaluation techniques	Design comprehensive improvement plans to enhance service quality and customer satisfaction.	9
5	Governance, Compliance, and Risk Management	- IT governance frameworks - Regulatory compliance requirements - Mitigating service risks	Construct governance and compliance frameworks to address risks and ensure service continuity.	9