



COURSE UNIT (MODULE) DESCRIPTION

Course unit (module) title	Code
IT PROCESSES ACCORDING TO ITIL METHODOLOGY	

Academic staff	Core academic unit(s)
Coordinating: Assoc. prof. dr. Ilona Veitaitė	Kaunas Faculty Institute of Language, Literature and Translation Studies <input type="checkbox"/> Institute of Social Sciences and Applied Informatics <input checked="" type="checkbox"/>

Study cycle	Type of the course unit
First <input checked="" type="checkbox"/> Second <input type="checkbox"/>	Compulsory Course <input type="checkbox"/> Optional Course <input type="checkbox"/> Course Unit (Module) of the General University Studies <input type="checkbox"/> Course Unit (Module) of Individual Studies <input checked="" type="checkbox"/> Interdisciplinary Studies Course Unit (Module) <input type="checkbox"/>

Mode of delivery	Semester or period when it is delivered	Language of instruction
Blended	Autumn semester	Lithuanian/English

Requisites	
Prerequisites:	Co-requisites (if relevant):

Number of ECTS credits allocated	Student's workload (total)	Contact hours	Individual work
5	130	48	82

Purpose of the course unit
The aim of the course is to develop the ability to understand and properly apply the IT service management processes and principles specified in ITIL.

Learning outcomes of the course unit	Teaching and learning methods	Assessment methods
Students will know and will be able to apply ITIL terminology, structure and basic IT service management processes and principles. They will be ready to acquire new knowledge and skills in IT management and work organization. Students will have acquired the knowledge required to pass the Foundation Certificate in IT Service Management.	Lectures, practice, independent work, active learning methods (group discussions; case studies), individual work.	Practical works, individual work, tests analysis, colloquium, exam

Content	Contact hours	Individual work: time and assignments

	Lectures	Tutorials	Seminars	Workshops	Laboratory work	Internship	Contact hours, total	Individual work	Tasks for individual work
Course introduction. Introduction to ITIL. Service management – theory in practice. Service life-cycle. ITIL tests analysis.	2			4			6	8	Literature analysis: Implementation Quick Guide
ITIL Service Strategy. ITIL case study. ITIL tests analysis.	2			6			8	10	Literature analysis: Service Strategy
ITIL Service Design. ITIL case study. ITIL tests analysis.	3			4			7	10	Literature analysis: Service Design
Colloquium	2						2	10	Literature analysis
ITIL Service Transition. Individual work. ITIL tests analysis.	2			6			8	10	Literature analysis: Service Transition
ITIL Service Operation. Individual work. ITIL tests analysis.	2			6			8	10	Literature analysis: Service Operation
ITIL Continual Service Improvement. Individual work. ITIL tests analysis.	3			6			9	10	Literature analysis: Continual Service Improvement
Exam								14	Literature analysis
Total	16			32			48	82	

Note: No more than 4 contact hours may be replaced by guest lectures from social partners or educational visits to social partner organizations.

Assessment strategy	Weight %	Deadline	Assessment criteria
Test Analysis (TA)	10	2 x per semester	Assessed aspects: All tasks are completed; All tasks are performed qualitatively; Quality of the task report satisfies methodological requirements. Evaluation scale from 1 to 10 points.
Colloquium (C)	20	Middle of the semester	The colloquium includes first part of the theoretical material of the course and tests analysis reports. Open-ended questions and test questions are presented. Evaluation scale from 1 to 10 points.
Case Study (CS)	20	During the semester	Assessed aspects: All tasks are completed; All tasks are performed qualitatively; Quality of the task report satisfies methodological requirements. Evaluation scale from 1 to 10 points.
Individual work (IW)	20	During the semester	Assessed aspects: All tasks are completed; All tasks are performed qualitatively; Quality of the task report satisfies methodological requirements. Evaluation scale from 1 to 10 points.
Exam (E)	30	Exam session	The exam includes second part of the theoretical material of the course and tests analysis reports. Open-ended questions and test questions are presented. Evaluation scale from 1 to 10 points.
Final Grade = TA*0,1+C*0,2+CS*0,2+IW*0,2+E*0,3			Exam grade must be ≥ 5
<i>Based on the highest interim results, the lecturer may award a high final grade instead of requiring an exam.</i>			
REGARDING THE EXTERNAL EXAMINATION OF THE COURSE UNIT			
Mark <input checked="" type="checkbox"/>		If permitted, please provide the conditions	
Not permitted <input type="checkbox"/>	Permitted <input checked="" type="checkbox"/>	Final Grade = IW*0,5+ E*0,5	
REGARDING THE USE OF GENERATIVE ARTIFICIAL INTELLIGENCE (GenAI) TOOLS (SUCH AS "CHATGPT", ETC.) WHEN STUDYING THE COURSE UNIT			

Mark <input checked="" type="checkbox"/>		If permitted, please provide the conditions	
Not permitted	<input type="checkbox"/>	Permitted	<input checked="" type="checkbox"/>
<p><i>The use of an Artificial Intelligence (AI) generative model must be disclosed, so if an AI generative model has been used in a text, paper, report or other work, this must be clearly stated (with appropriate citations and/or a declaration of the use of an AI generative model). Failure to disclose the use of an AI generative model in an academic work is considered academic dishonesty. In order to ensure that generative AI tools (ChatGPT, etc.) have not been used in the preparation of the essay (i.e. the content of the essay has not been generated by the AI tools), if not disclosed, the lecturer has the right to ask follow-up questions, to use the AI detection tools and, if necessary, to modify or cancel the grade of the assignment.</i></p>			

REGARDING ACADEMIC PROGRESS

A student who (1) **throughout the semester consistently** fails to demonstrate **progress in achieving the expected learning outcomes of a subject (module)** during the practical classes (seminars, exercises, laboratory work, etc.) and (2) fails to complete all interim assessment requirements and tasks within the time specified in the course description, is not allowed to participate in the examination session.

Author (-s)	Publishing year	Title	Issue of a periodical or volume of a publication	Publishing house or web link
Required reading				
BMP	2011	ITIL Service Strategy	ISBN 9780113313044	Crown
BMP	2011	ITIL Service Design	ISBN 9780113313051	Crown
BMP	2011	ITIL Service Transition	ISBN 9780113313068	Crown
BMP	2011	ITIL Service Operation	ISBN 9780113313075	Crown
BMP	2011	ITIL Continual Service Improvement	ISBN 9780113313082	Crown
TSO	2007	The Official Introduction to the ITIL Service Lifecycle	ISBN 9780113310616	Crown
IT Service Management Forum (itSMF)	2008	ITIL® V3 Foundation Exam - The Study Guide	ISBN: 9789087530693	Van Haren
Liz Gallacher, Helen Morris	2012	ITIL Foundation Exam Study Guide	ISBN 9781119942757	John Wiley & Sons, Ltd.
Axelos (Global best practice)	2019	ITIL Foundation 4 Edition	ISBN 9780113316076	Axelos limited.

NOTE: Including Open Educational Resources in the reading list is recommended