

COURSE UNIT DESCRIPTION

Course unit title	Course unit code
IT PROCESSES ACCORDING TO ITIL METHODOLOGY	

Lecturer (s)	Department where course unit is delivered
Assoc. prof. dr. Ilona Veitaitė	Kaunas Faculty Institute of Social Sciences and Applied Informatics

Cycle	Level of course unit	Type of the course unit
First	1	Individual Studies

Mode of delivery	Semester or period when the course unit is delivered	Language of instruction
Auditorium and self-work	Autumn semester	English

Prerequisites and corequisites	
Prerequisites: -	Corequisites: -

Number of ECTS credits allocated	Student's workload	Contact work hours	Individual work hours
5	130	52	78

Purpose of the course unit: program competencies to be developed		
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 a 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 homework.	Practical works, individual work, tests analysis, colloquium, exam

Course content: breakdown of the topics	Contact work hours							Individual work hours and tasks	
	Lectures	Consultations	Seminars	Practice classes	Laboratory	Practice	All contact work	Individual work	Tasks
Course introduction. Introduction to ITIL. Service management – theory in practice. Service life-cycle. ITIL tests analysis.	2			4				6	Literature analysis: Implementation Quick Guide
ITIL Service Strategy. ITIL case study. ITIL tests analysis.	2			6				8	Literature analysis: Service Strategy
ITIL Service Design. ITIL case study. ITIL tests analysis.	3			4				7	Literature analysis: Service Design
Colloquium	2							2	Literature analysis
ITIL Service Transition. Individual work. ITIL tests analysis.	2			6				8	Literature analysis: Service Transition

ITIL Service Operation. Individual work. ITIL tests analysis.	2		6			8	Literature analysis: Service Operation	
ITIL Continual Service Improvement. Individual work. ITIL tests analysis.	3		6			9	Literature analysis: Continual Service Improvement	
Exam		2				2	4	Literature analysis
Total	16	2	32			2	52	

Assessment strategy	Comparative weight percentage	Date of examination	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 first part of 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 second part of 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
<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>			
In case of external studies: Final Grade = IW*0,4+ E*0,6			

Author	Year	Title	Number of a periodical publication or publication Volume	The place of publication and publisher or online link
Required reading				
1. BMP	2011	ITIL Service Strategy	ISBN 9780113313044	Crown
2. BMP	2011	ITIL Service Design	ISBN 9780113313051	Crown
3. BMP	2011	ITIL Service Transition	ISBN 9780113313068	Crown
4. BMP	2011	ITIL Service Operation	ISBN 9780113313075	Crown
5. BMP	2011	ITIL Continual Service Improvement	ISBN 9780113313082	Crown
6. TSO	2007	The Official Introduction to the ITIL Service Lifecycle	ISBN 9780113310616	Crown
7. IT Service Management Forum (itSMF)	2008	ITIL® V3 Foundation Exam - The Study Guide	ISBN: 9789087530693	Van Haren

8.	Liz Gallacher, Helen Morris	2012	ITIL Foundation Exam Study Guide	ISBN 9781119942757	John Wiley & Sons, Ltd.
9.	Axelos (Global best practice)	2019	ITIL Foundation 4 Edition	ISBN 9780113316076	Axelos limited.