

<b>CLASS: M. Sc. (Information technology)</b>		<b>Semester – IV</b>	
<b>COURSE: IT Infrastructure Management (PSIT402)</b>			
<b>Periods per week</b> <b>1 Period is 60 minutes</b>	<b>Lecture</b>	<b>4</b>	
	<b>TW/Tutorial/Practical</b>	<b>4</b>	
		<b>Hours</b>	<b>Marks</b>
<b>Evaluation System</b>	<b>Theory Examination</b>	<b>3</b>	<b>60</b>
	<b>Internal</b>		<b>40</b>
	<b>Practical</b>	<b>--</b>	<b>50</b>
Unit – I	<p><b>Introduction:</b> The four perspectives (attributes) of IT service management, benefits of IT service management, business and IT alignment, What is ITIL?, What are services?, Service Management as a practice, The concept of Good Practice, Concept of a Service, Concept of Service Management, Functions and Processes, The process model and the characteristics of processes.</p> <p><b>The Service Lifecycle:</b> Mapping the Concepts of ITIL to the Service Lifecycle, How does the Service Lifecycle work?</p> <p><b>Service Strategy:</b> Objectives, Creating Service Value, Service Packages and Service Level Packages, Service Strategy Processes, Service Portfolio Management, Financial Management, Demand Management, Service Strategy Summary, Interfaces with the Service Design Phase, Interfaces with the Service Transition Phase, Interfaces with the Service Operation Phase, Interfaces with the Continual Service Improvement Phase, Service Strategy Service Scenario, Overall Service Strategy, Service Portfolio Management Considerations, Financial Management Considerations</p>		<b>12 Lectures</b>
Unit- II	<p><b>Service Design:</b> Objectives, Major Concepts, Five Major Aspects of Service Design, Service Design Packages, Service Design Processes, Service Level Management, Supplier Management, Service Catalogue Management, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Service Design Scenario, Service Level Management Considerations, Capacity Management Considerations, Availability Management Considerations, Information Security Management Considerations, Service Catalogue Management Considerations, ITSCM Considerations, Supplier Management Considerations</p>		<b>12 Lectures</b>
Unit-III	<p><b>Service Transition:</b> Objectives, Service Transition Processes, Knowledge Management, Service Asset and Configuration Management, Change Management, Release and Deployment Management, Service Validation and Testing, Service Transition Summary, Service Transition Scenario, Knowledge Management</p>		<b>12 Lectures</b>

	Considerations, Service Asset and Configuration Management Considerations, Change Management Considerations, Release and Deployment Management Considerations, Service Validation and Testing Considerations	
Unit-IV	<b>Service Operation:</b> Objectives, Major Concepts, Service Operation Functions, The Service Desk, Technical Management, IT Operations Management, Application Management, Service Operation Processes, Event Management, Incident Management, Problem Management, Request Fulfillment, Access Management, Service Operation Summary, Service Operation Scenario, Functions, Processes	<b>12 Lectures</b>
Unit –V	<b>Continual Service Improvement:</b> Objectives, Major Concepts Continual Service Improvement Processes, Service Level Management, Service Measurement and Reporting , CSI (7 Step) Improvement Process, Continual Service Improvement Summary, Continual Service Improvement Scenario, Service Level Management Service Measurement and Reporting, CSI Process	<b>12 Lectures</b>

#### Books / References

Title	Author/s	Edition	Publisher
<b>ITIL V3 Foundation Complete Certification Kit</b>			
<b>Foundations of IT Service Management - The Unofficial ITIL® v3 Foundations Course</b>	Brady Orand	<b>2<sup>nd</sup> Edition</b>	
<b>ITILv3 Foundation Exam, The Study Guide</b>	Arjen de Jong Axel Kolthof Mike Pieper Ruby Tjassing Annelies van der Veen Tieneke Verheijen		<b>Van Harren</b>