University of St.Gallen

Course and Examination Fact Sheet: Spring Semester 2021

8,043: IT Management II

ECTS credits: 3

Overview examination/s

(binding regulations see below)
Decentral - Written examination (100%, 90 mins.)
Examination time: term time

Attached courses

Timetable -- Language -- Lecturer
8,043,1.00 IT Management II -- Englisch -- Wulf Jochen Andreas

Course information

Course prerequisites

None

This course is assigned to the profile «IT Management», but can also be taken without selecting a specialisation.

Learning objectives

- Students can explain the objectives and principles of ITSM.
- Students can explain the core processes, functions, and roles of ITSM.
- Students are able to carry out core ITSM processes and functions.
- Students are able to assess the applicability of ITSM practices in different contexts.

Course content

For the operations of IT applications and infrastructure, which is responsible for a large part of a company's IT costs, most companies use 'good practice' IT service management (ITSM) frameworks that define the required processes, functions and roles. ITSM is defined by Conger et al. (2008) as focusing on "defining, managing, and delivering IT services to support business goals and customer needs, usually in IT Operations" (p. 1). ITSM has become increasingly important as information systems play an essential role in public and private sector organizations (Marrone, & Kolbe, 2011). With the increased emphasis on IT governance, organisations need to ensure that they have effective processes and skilled staff in place to manage their significant investment in IT infrastructure. The IT Infrastructure Library (ITIL®) is recognized as such a good practice framework for ITSM and is globally adopted in public and private sector organizations.

In this course, students will get to know the operational processes, functions and roles that are commonly applied for ITSM. In particular, the course will cover the individual building blocks of the IT Infrastructure Library, including Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

Apart from presenting theoretical concepts, this course includes a one-day simulation game, in the course of which students will experience the presented practices and roles "in action". Further, invited practitioners will share first-hand insides into ITIL implementation projects.

This course addresses students that consider jobs that relate to the management of IT infrastructure and applications, for example in company's IT departments and startups, or to the management of IT outsourcing arrangements.

The content of the course prepares students for taking the ITIL Foundations Certification exam that students can take voluntarily and at their own cost. This certification is a standard in IT related job markets to proof ITSM qualification.

Course structure

During the first half of the semester, students will watch online lectures and document their learning progress. Within the break, students will participate in a one-day business simulation game. The Apollo 13 Simulation Game lets students experience the application of ITSM processes and functions in a team scenario. Further, a guest lecture will provide the students first-hand insights into ITIL implementation projects. The block session during the break will further include a roundup and an exam preparation. The final exam will be held shortly after the break.

Course literature
Will be provided in the lecture.

Additional course information

In the case of the President's Board having to implement new directives due to the SARS-CoV-2 pandemic in SpS2021, the course information listed above will be changed as follows:

- The course is conducted online via the platform Canvas/Zoom;
- The recordings of the course are available for 30 days;
- The lecturer informs via e-mail on the changed implementation modalities of the course;
- Course content such as the simulation game are cancelled.

The examination information listed below would be changed as follows:

- The written examination is conducted online and is being recorded;
- The topics examination modality (proctoring, quiz, 24h examination etc.) and further information are communicated via e-mail.

Examination information

Examination sub part/s

1. Examination sub part (1/1)

Examination time and form
Decentral - Written examination (100%, 90 mins.)
Examination time: term time

Remark
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Examination-aid rule
Extended Closed Book
The use of aids is limited; any additional aids permitted are exhaustively listed under "Supplementary aids". Basically, the following is applicable:

- At such examinations, all the pocket calculators of the Texas Instruments TI-30 series and mono- or bilingual dictionaries (no subject-specific dictionaries) without hand-written notes are admissible. Any other pocket calculator models and any electronic dictionaries are inadmissible.
- In addition, any type of communication, as well as any electronic devices that can be programmed and are capable of communication such as notebooks, tablets, mobile telephones and others, are inadmissible.
- Students are themselves responsible for the procurement of examination aids.

Supplementary aids
No aids allowed.

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Examination content

The written exam covers all topics, ITIL processes, ITIL functions, and ITIL roles that are covered in the lectures. This is in detail:

- ITSM Objectives and Principles
- IT Service Strategy
- IT Service Design
- IT Service Transition
- IT Service Operation
- Continual Service Improvement

Examination relevant literature

All content that is covered by the online lectures and lecture slides that will be provided in studynet until the beginning of the break is relevant for the exam.

Please note

Please note that only this fact sheet and the examination schedule published at the time of bidding are is binding and takes precedence over other information, such as information on StudyNet (Canvas), on lecturers' websites and information in lectures etc.

Any references and links to third-party content within the fact sheet are only of a supplementary, informative nature and lie outside the area of responsibility of the University of St.Gallen.

Documents and materials are only relevant for central examinations if they are available by the end of the lecture period (CW21) at the latest. In the case of centrally organised mid-term examinations, the documents and materials up to CW 12 are relevant for testing.

Binding nature of the fact sheets:

- Course information as well as examination date (organised centrally/decentrally) and form of examination: from bidding start in CW 04 (Thursday, 28 January 2021);
- Examination information (regulations on aids, examination contents, examination literature) for decentralised examinations: in CW 12 (Monday, 22 March 2021);
- Examination information (regulations on aids, examination contents, examination literature) for centrally organised mid-term examinations: in CW 12 (Monday, 22 March 2021);
- Examination information (regulations on aids, examination contents, examination literature) for centrally organised examinations: two weeks before the end of the registration period in CW 14 (Thursday, 8 April 2021).