

NOVA Information Management School

NOVA IMS

Course	IT Governance and Service Management
Coordinator:	Tiago Oliveira
ECTS	5
Objectives:	<p>Description</p> <p>The subject performs an Introduction to Science, Management and Services Engineering, upon presentation of Information Technology (IT) best practices used worldwide.</p> <p>It is intended to put into perspective the concepts related to the governance and management of IT, strategically aligned to business needs through an overview of the most respected "frameworks" and management/IT governance best practices, using management techniques such as planning, leadership, team management, organization and change management.</p> <p>Through case studies will be possible to understand the scenarios amenable to the use of IT management and governance best practices in real situations, regulated environments by specific government standards for IT and the importance to use internationally recognized integrated processes (framework) for IT Service Management: ITIL 2011 Edition.</p> <p>Objectives</p> <p>At the end of the course students should be able to:</p> <ul style="list-style-type: none"> • Critically discuss the key notions and concepts related IT Governance and IT Management; • Taking the correct options in the adoption of IT management/Governance best practices for solving the different professional challenges;

	<ul style="list-style-type: none"> • Understand and identify the different processes of IT Service Management based on ITIL (Information Technology Infrastructure Library); • Be able to later (optional), apply for the international certification exam, "ITIL 2011 Foundation Certificate in IT Service Management", accredited by "APM Group International" (APMG-International) and recognized by the "United Kingdom Cabinet Office" as part of the "UK Government's portfolio of Best Management Practice"
<p>Curricular Unit Contents:</p>	<p>PART I - IT GOVERNANCE FRAMEWORKS AND STANDARDS</p> <ul style="list-style-type: none"> • Introduction: The Corporate Governance Context; • Chapter 1: IT Governance Defined (<i>Corporate Governance and IT Governance; IT Governance vs IT Management</i>); • Chapter 2: Intellectual Capital and the Information Economy • Chapter 3: Strategy: The Search for Competitive Advantage (<i>IT Strategy and IT Balanced Scorecard</i>); • Chapter 4: Governance and Risk Management (<i>ISO 31000; Risk IT; ISO/IEC 22301; ISO/IEC 24762:2008</i>); • Chapter 5: IT Regulatory Compliance (<i>Sarbanes-Oxley, UK CorpGov Code; EU Statutory Audit Directive</i>); • Chapter 6: Internal Control (<i>COBIT; COSO; Val IT</i>); • Chapter 7: Project Governance (<i>PMO; OPM3; Portfolio, PMI Program and Project Management; Agile</i>); • Chapter 8: IT Governance Components, Frameworks and Standards (<i>ISO/IEC 38500; CMMI</i>); • Chapter 9: Decision Making and the IT Organisation (<i>CIO, IT management and organisational structure; Outsourcing</i>); • Chapter 10: The IT Management System of Tomorrow (<i>The integrated Management System</i>). <p>PART II – IT SERVICE MANAGEMENT BASED ON ITIL (<i>Information Technology Infrastructure Library</i>)</p> <ul style="list-style-type: none"> • Introduction: Overview of the ITIL 2011 library • Module 1: Service Strategy

	<ul style="list-style-type: none"> • Module 2: Service Design • Module 3: Service Transition • Module 4: Service Operation • Module 5: Continual Service Improvement (CSI)
Teaching methods:	<p>Theoretical-practical classes.</p> <p>Support students in developing the project group.</p>
Grading methods:	<p>1st Season</p> <ul style="list-style-type: none"> • Continued evaluation (10%) (Participation / Presence / Case studies analysis); • 1st Test (20%), according to the first part of the discipline (IT Governance), to be held on the date agreed in the first class of the discipline; • 2nd Test (30%), according to the second part of the discipline (Service Management based on ITIL) to be held on the day and time of the 1st season exam; • Presentation of project group (40%) <ul style="list-style-type: none"> ○ Project themes: Presented for choice during the first lesson of discipline; ○ Delivery date: By the end of the last class before the project presentation. <p>2nd Season and Special Season</p> <ul style="list-style-type: none"> • Exam (60%), (IT Governance and Service Management based on ITIL) to be held on the day and time of the exam set by the ISEGI academic services; • Project group presentation (40%) <ul style="list-style-type: none"> ○ Project theme: set after taking 1st season and by request via email; ○ Delivery date: same date and time of the exam; ○ Presentation: At the end of the exam or on an agreed date. <p>Exam / Test Structure</p> <ul style="list-style-type: none"> • 40 questions (0,5 points per question). Multiple choice (4 chances); • Minimum grade approval is 9.5 (on a scale of 0-20);

	<ul style="list-style-type: none"> • Each wrong question will have a penalty of one quarter (1/4) of its value; • Duration: 60 minutes; • A passing score for each Exam or Test is 9.5 (on a scale of 0-20). <p>Project Structure</p> <ul style="list-style-type: none"> • Maximum four persons; • Work format must be in a presentation style; • The final work must be delivered in paper and submitted via email; • Each group must do a project presentation / discussion (20 minutes per group); • The project will be valued mainly for its practical aspects of application and usefulness in a business context; • The delivery after the established date will have a penalty of 0.5 values per day of delay; • The passing score for the project is of 9.5 (on a scale of 0-20).
<p>Bibliography:</p>	<ul style="list-style-type: none"> • Alan Calder; "IT Governance: Implementing Frameworks and Standards for the Corporate Governance of IT"; IT Governance Publishing; ISBN-10: 1905356900; Published: 26 Feb 2009; • Vince Pultorak, Jon E. Nelson, David Pultorak; "Passing the ITIL Foundation Exam: 2011 Edition"; Van Haren Publishing; ISBN-10: 908753664X; Published: 22 Feb 2012; • Cabinet Office; "ITIL Lifecycle Suite 2011 Edition: ITIL Service Strategy, Design, Transition, Operation, CSI"; The Stationery Office; ISBN-10: 0113313233; Published: 29 July 2011