

<b>Module Title:</b>	<b>Computer Services Management – Semester 5</b>
<b>Academic year:</b>	2009 – 2010
<b>Credit Value:</b>	5 – Mandatory
<b>Pre- requisites:</b>	None
<b>Assessment:</b>	60% Final Examination, 40% Practical Examination
<b>Aims</b>	<p>The aims of this subject are to:</p> <p>Establish the importance of services management as it applies to IT services.</p> <p>Develop competencies in the delivery of excellent services to customers.</p> <p>Develop an understanding of the organisational aspects in providing the expected customer service</p>
<b>Module Content</b>	<ul style="list-style-type: none"> <li>• Service Concept</li> <li>• Organisation</li> <li>• Business Processes</li> <li>• Customer Liaison</li> <li>• Availability Management</li> <li>• Capacity Planning</li> </ul>
<b>Intended Learning Outcomes:</b>	<p><b>Having successfully completed this subject, the student will be able to:</b></p> <ol style="list-style-type: none"> <li>1. Describe the purpose of a computer services organisation; and the essential relationships it must have with customers, including the fundamental concept of service.</li> <li>2. Inspect options for the organisation of an appropriate computer services function for a particular organisational setting.</li> <li>3. Explain and calculate, in simple cases, the basic information needed for day-to day financial management.</li> <li>4. Recommend the main business processes that should be implemented for such a function to be effective and the resources required to deliver them.</li> <li>5. Describe the availability management issues with regard to IS assets.</li> <li>6. Develop basic investment plans, business continuity plans and contingency plans for the computer services function.</li> </ol>