95-812: Introduction to the ITIL Framework

COURSE INFORMATION
Course: 95812 A4 Introduction to the ITIL Framework, Spring 2020
Sessions: M: 6p-8:50p

INSTRUCTOR INFORMATION
Instructor: Ryan Smalley
Phone: 724.630.8773
Email: rsmalley@cmu.edu

COURSE DESCRIPTION
The IT Infrastructure Library (ITIL) framework is a systematic and proven model to maximize the efficiency and effectiveness of IT service provision. ITIL covers all phases of the service lifecycle from strategy generation to continuous improvement. This course covers all five service lifecycle stages and their attendant processes, and prepares students to take the ITIL Foundations certification exam.

Actual ITIL implementation techniques and methods - and real world successes and failures - are reviewed. In the dynamic and complex environment of IT operations, ITIL has proven to be one of the singular mainstays of best practice and has been declared as the ISO/IEC 20000 standard for IT process frameworks.

OBJECTIVES AND LEARNING OUTCOMES
Upon successful completion of the course, students will have gained a foundation understanding of IT Service Management (ITSM) concepts with particular focus on ITIL. Specific learning objectives include:
- Foundational knowledge of all five phases of the service lifecycle: Service Strategy, Service Design, Service Transition, Service Operations, and Continual Service Improvement
- Introduction to common Key Performance Indicators (KPI) to measure process and service performance
- Introduction to various "real world" case studies and examples of ITIL being applied to systems, processes, and organizations within the commercial and Government sectors
- Basic knowledge enabling a student, upon their own initiative, to better prepare for the ITIL Foundation Certification exam

COURSE MATERIALS
Assigned reading materials should be read prior to class. Many readings will be provided electronically. Materials may be provided via Blackboard. There is no course text.

COURSE EVALUATION
In order to successfully pass the course, students will be expected to complete the activities listed below. Weights indicate the contribution to the final course grade. There is no final exam. At the instructor's discretion, assignments may be modified to best fit the needs of the class.

Life Cycle Presentation (30%) Each student is assigned a particular service lifecycle upon which they develop a set of slides. This deliverable focuses on the inclusion of ITIL Foundation Certification material.

Sample ITIL Foundation Certification Exams (2) (70%) Students sit for two separate sample ITIL Foundation Certification exams to cover the material presented in class and included in assigned readings.

Other Items: Other factors, such as class and group participation and punctual, regular attendance may be used, at the professor's discretion, to make adjustments to final grades in borderline cases. The instructor will assume that you are well prepared for class each week and will feel free to call upon you.

Grading Scale: The following criteria provide guaranteed letter grades if a student's overall scores fall within the stated range:

A: 94% and above
A-: 90-93%
B+: 87-89%
B: 84%-86%
B-: 80%-83%
C+: 77-79%
C: 74%-76%
C-: 70%-73%
D: 60%-69%
Retake (or Fail): less than 60%

COURSE AND UNIVERSITY POLICIES

Attendance and Preparation for Class: You are expected to attend all scheduled class sessions with your reading and supplementary materials. Readings are to be completed prior to class.

Participation in Class Discussion
Class participation is a very important part of the learning process in this course. Although not explicitly graded, you will be evaluated on the *quality* of your contributions and insights. Quality comments possess one or more of the following properties:
- Offers a different and unique, but relevant, perspective
- Contributes to moving the discussion and analysis forward
- Builds on other comments
- Transcends the "I feel" syndrome. That is, it includes some evidence, argumentation, or recognition of inherent tradeoffs. In other words, the comment demonstrates some reflective thinking.

Absences: In the event you have an excused absence from the class (e.g. a job interview) please contact the instructor ahead of time. In this situation, get a "classroom buddy" who is willing to fill you in on the class that you missed. Unauthorized absence from class is inexcusable and may result in a reduction in your performance evaluation.

Assignments: In both the professional and academic world, you must meet deadlines. In this class, all projects are due at the beginning of class on the dates indicated on the syllabus, unless otherwise stated. Assignments handed in or emailed after class has begun will be considered late.

Late Assignments: Most assignments will be discussed in class on the due date, therefore late assignments will not receive credit. In other cases, assignments will be assessed a 10% penalty each

day they are late. No credit will be given for assignments turned in more than one week past the due date. Equipment failure is not an acceptable reason for turning in an assignment late. You should always make a backup of your files. You should make sure you print out your work early enough that you can find an alternate location to print, if necessary.

Exams: Appropriate documentary evidence certified by the Division of Student Affairs is required for missing a critical activity or due date. Exams missed due to an excused absence (arranged with the professor ahead of time) must be made up within one week for full credit or no credit will be given. Documentation proving the excused absence will be required before or during the time the exam is made up. Exams missed due to an unexcused absence cannot be made up.

Academic Integrity
It is the ethical responsibility of students to identify the conceptual sources of work submitted. Failure to do so is dishonest and is the basis for a charge of cheating or plagiarism, which is subject to disciplinary action. For more information visit:
http://www.cmu.edu/policies/documents/Cheating.html.

An Invitation to Students with Learning Disabilities
If you wish to request an accommodation due to a documented disability, please inform your instructor and contact: Disability Resources, 102 Whitfield Hall 412.268.2013, or by email at: lpowell@andrew.cmu.edu.

COURSE SCHEDULE
The course schedule is tentative and changes may be made based upon the needs of the class, scheduling requirements, and other factors. Changes to the schedule will be discussed in class and posted in Blackboard.

Class	Topic	Read / Due Before Class
I	Introduction to the ITIL Framework	None
II	Service Strategy	None
III	Service Design	Service Lifecycle Presentation
IV	Service Transition	Exam A
V	Service Operations	None
VI	Continual Service Improvement	Exam B
VII	(Optional) Exam Preparation & Course Review	None