

FURTWANGEN UNIVERSITY OF APPLIED SCIENCES				
Mastercourse Business Consulting				
Title	Information Technology Management			
Lecturer	Prof. Dr. Martin Knahl			
Schedule	1 st Semester	4 SWS	6 credits	Optional Subject
Workload	Total 180 h	Presence 60 h	Preparation and after-work 90 h	Examination and preparation 30 h
Level	Computer Science: high Business Administration: medium Basic Skills: medium Key Qualifications: high			
Prerequisites	None			
Learning Objectives	<p>This module addresses IT Management approaches and consulting techniques with a focus on IT Service Management, IT-Governance and IT Architecture. It further addresses the principles behind the planning, operation and management of IT Infrastructures and the efficient provision of services.</p> <ul style="list-style-type: none"> • To impart knowledge of contemporary IT and communications networking approaches and services • To recognise the problems of current approaches with regards to management and integrated service provisioning. • To impart a critical insight into the issues, problems and possible solutions surrounding the planning, operation, maintenance and governance of IT infrastructures • The module aims to develop an understanding of concepts and techniques involved in planning, running and managing an operational IT infrastructure. 			
Content	<ul style="list-style-type: none"> • Review of conceptual frameworks and principles of contemporary IT and communication technologies (eg reference models, benchmarking, Service Level Agreements, Quality of Service). • Planning, implementation and operation of IT Infrastructures and Integrated Service Provisioning. • Frameworks, standards and tools for IT Service Management (eg ITIL) • Frameworks, standards and tools for IT Governance (eg CobiT). • Security, Legal, Ethical and Social Issues (eg Sarbanes-Oxley Act) Standards, protocols and tools for Facility, Network and System management 			
Recommended Textbooks	<ul style="list-style-type: none"> • Robert R. Moeller. <i>Executive's Guide to IT Governance: Improving Systems Processes with Service Management, COBIT, and ITIL</i>. Wiley Corporate F&A. 2013. • Bon, J., Jong, A., Wilkinson, J. <i>IT Service Management: An Introduction, Based on ISO 20000 and ITIL V3 (ITSM Library)</i>. Van Haren Publishing. 2007. • C. Brown et. al. <i>Managing Information Technology (6th Edition)</i>. Pearson. 2009. 			
Teaching Methods	<ul style="list-style-type: none"> • Lectures • Projects with presentations 			
Grading	<ul style="list-style-type: none"> • Written examination 			

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| | <ul style="list-style-type: none">• Projects with presentations |
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