

# Course Outline (Higher Education)

<b>School:</b>	School of Engineering, Information Technology and Physical Sciences
<b>Course Title:</b>	IT SERVICE MANAGEMENT AND PROFESSIONAL CULTURE
<b>Course ID:</b>	ITECH7400
<b>Credit Points:</b>	15.00
<b>Prerequisite(s):</b>	(ITECH1100) (At least 60 credit points from ITECH subject-area at any level)
<b>Co-requisite(s):</b>	Nil
<b>Exclusion(s):</b>	(ITECH7402)
<b>ASCED:</b>	029999

## Description of the Course:

This course prepares students for a career in the information technology profession. Students will review and apply ethical theories and the industry body code of ethics in a dynamic service driven IT workplace environment. The course will help students to understand the importance of business and IT strategic alignment, and develop and implement change strategies adopting information technology infrastructure library (ITIL) processes to improve the efficiency of an organisation's IT operations. Students will acquire knowledge of the ITIL® framework and be able to integrate its principles into modern Information Technology Service Management practice. The contents may include IT service lifecycle, service strategy, service design, service transition, service operation, continual service improvement, processes and functions. Students will also consider career planning, service management and other professional IT certifications.

The course also contains a hurdle task which requires students to get involved with their local IT community through attendance and participation in events, such as seminars, workshops, expos, discussion forums etc. The aim is to provide students with a broad understanding of the IT industry, its research foundations and its place in servicing society.

**Grade Scheme:** Graded (HD, D, C, P, MF, F, XF)

## Work Experience:

No work experience: Student is not undertaking work experience in industry.

**Placement Component:** No

**Supplementary Assessment:** Yes

Where supplementary assessment is available a student must have failed overall in the course but gained a

final mark of 45 per cent or above and submitted all major assessment tasks.

### Program Level:

Level of course in Program	AQF Level of Program					
	5	6	7	8	9	10
Introductory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Learning Outcomes:

#### Knowledge:

- K1.** Research and discuss underpinning theories of ethical philosophy and apply these in to a range of scenarios in IT workplace and service environments.
- K2.** Critically reflect on the principles of industry body code of ethics and synthesize them into daily IT practice.
- K3.** Describe contemporary approaches to dealing with the social impact of technology in a changing IT service environment.
- K4.** Appraise IT service management practices and how they assist organisations.
- K5.** Debate the need for organisational change, the key influence of human behaviour and its impact on IT organisational culture in a service driven environment.
- K6.** Investigate skills frameworks and develop an awareness of industry certifications relevant to IT professionals.
- K7.** Identify the Australian Computer Society`s (ACS) Core Body of Knowledge (CBOK) and where it is represented in industry practice.
- K8.** Discuss the Skills Framework for the Information Age (SFIA) and how it is reflected in industry practice.

#### Skills:

- S1.** Evaluate cognitive and practical approaches required to manage IT professionals in collaborative global work context.
- S2.** Apply the IT service lifecycle, processes and functions in an organisational setting.
- S3.** Demonstrate and coordinate best practice IT service management in an organisational setting.
- S4.** Utilise professional presentation and communication approaches in a range of IT workplace and service settings.
- S5.** Analyse and link the ACS`s CBOK and SFIA to industry practice.

#### Application of knowledge and skills:

- A1.** Construct written and verbal arguments in a variety of formats on the evolving nature of ethical norms relating to service and implementation of new technologies.
- A2.** Implement and use service management processes and practices in a business organisational context.
- A3.** Apply skills frameworks and develop a career plan in readiness for transition into the IT profession.
- A4.** Critique research and industry practice and determine your place in the spectrum of career possibilities.

#### Course Content:

Topics may include:

- Ethical decision making context.
- Industry body code of ethics.
- Business and IT strategy alignment.
- IT organisational change.
- Human behaviour and IT workplace culture.
- Information technology infrastructure library (ITIL).
- Services, processes and functions.
- Service lifecycle.
- Service strategy.
- Service design.
- Service transition.
- Service operation.
- Best practice IT service management.
- Career planning, certification, skills framework.
- IT and related industry activity and research developments in the local community, and around the globe; ACS's CBOK, SFIA and their relationship with industry; Career pathways.

**Values:**

- V1.** Appreciate the changing business and technological paradigm in which IT professionals operate.
- V2.** Appreciate the global nature of the IT industry.
- V3.** Value ethical decision making approaches when working as an IT professional in a service driven environment.
- V4.** Appreciate the importance of strategic alignment between business and IT objectives.
- V5.** Recognise the importance of research to the development and progress of the IT industry.
- V6.** Value IT as an underlying transformative technology to all of society in the information and immersive ages.

- V7.** Appreciate your career possibilities and how they can be achieved.
- V8.** Appreciate the range of problems faced by industry practitioners and how problem solving skills learnt may be applied in the industry context.
- V9.** Appreciate how theory and practice learnt is applied in industry.

### Graduate Attributes

The Federation University FedUni graduate attributes (GA) are entrenched in the [Higher Education Graduate Attributes Policy](#) (LT1228). FedUni graduates develop these graduate attributes through their engagement in explicit learning and teaching and assessment tasks that are embedded in all FedUni programs. Graduate attribute attainment typically follows an incremental development process mapped through program progression. **One or more graduate attributes must be evident in the specified learning outcomes and assessment for each FedUni course, and all attributes must be directly assessed in each program**

Graduate attribute and descriptor		Development and acquisition of GAs in the course	
		Learning Outcomes (KSA)	Assessment task (AT#)
GA 1 Thinkers	Our graduates are curious, reflective and critical. Able to analyse the world in a way that generates valued insights, they are change makers seeking and creating new solutions.	K1, K2, K3, K4, K8, S1, S2, S5, A1	1, 2, and 3
GA 2 Innovators	Our graduates have ideas and are able to realise their dreams. They think and act creatively to achieve and inspire positive change.	K1, K2, S2, A1	1 and 2
GA 3 Citizens	Our graduates engage in socially and culturally appropriate ways to advance individual, community and global well-being. They are socially and environmentally aware, acting ethically, equitably and compassionately.	K7	3
GA 4 Communicators	Our graduates create, exchange, impart and convey information, ideas, and concepts effectively. They are respectful, inclusive and empathetic towards their audience, and express thoughts, feelings and information in ways that help others to understand.	K1, K3, K5, K8, S4	2 and 3
GA 5 Leaders	Our graduates display and promote positive behaviours, and aspire to make a difference. They act with integrity, are receptive to alternatives and foster sustainable and resilient practices.	Not applicable	Not applicable

### Learning Task and Assessment:

Learning Outcomes Assessed	Learning Tasks	Assessment Type	Weighting
K1-K6, S1, S2, S3, A1, A2, A3	Develop skills in the analysis and practical application of content introduced.	Tutorials/Assignment(s)	40% - 60%
K2-K5, S1-S4, A1 and A2	Review and practice of theoretical, written and verbal skills and knowledge.	In-semester test / presentation	20% - 30%
K1-K5, S1, S2, S4, A1	Participate in lectures and labs/tutorials, read and summarise theoretical and practical aspects of the course.	Oral / Final Test / Written Examination(s)	20% - 30%

Learning Outcomes Assessed	Learning Tasks	Assessment Type	Weighting
K7, K8, S5, A4	Artifact demonstrating a community engagement activity. This report will describe the activity and relate it to the course's learning outcomes, CBOK and SFIA.	Journal	Satisfactory/Unsatisfactory

**Adopted Reference Style:**

APA

Refer to the [library website](#) for more information

Fed Cite - [referencing tool](#)