

Full Title:	IT Systems Management
Language of Instruction:	English
Module Code:	CSYS C8008
Credits:	5
Valid From:	Semester 1 - 2014/15 (September 2014)
Module Delivered in	No Programmes
Module Description:	Students completing this module will have the skills necessary to manage an IT department; have a through understanding of IT management disciplines; be able to make decisions about IT resource needs and plan for infrastructure upgrade.
Learning Outcomes:	
<i>On successful completion of this module the learner should be able to</i>	
<ol style="list-style-type: none"> 1. Demonstrate a thorough understanding of IT management disciplines. 2. Use skills to make decisions about resource acquisitions. 3. Demonstrate a clear understanding of legal and professional issues relating to system management. 4. Plan infrastructure upgrades. 5. Use skills to manage support services. 	

Module Content & Assessment

Indicative Content
Systems Management -Processes, Data, Tools and Organisations; Basics of Management – availability, reliability, recoverability, serviceability
Services Management -Service level management -- Change management -- Security management -- Asset and configuration management -- Availability management -- Problem management -- Internal support agreements -- Key issues in service management in distributed environments
Designing for Availability Redundancy, Backups, Partitioning, Clustering, Fault Tolerance, Standardisation
ITIL Framework Service - Strategy, Design, Transition, Operation, Improvement
Legal Issues Irish & EU legislation relating to IT issues, Contract Law, Copyright, Intellectual Property, Liability
Quality -IT Quality Management, Quality Control Tools, Quality Standards

Assessment Breakdown	%
Course Work	40.00%
End of Module Formal Examination	60.00%

Full Time

Course Work							
<i>Assessment Type</i>	<i>Assessment Description</i>	<i>Outcome addressed</i>	<i>% of total</i>	<i>Marks Out Of</i>	<i>Pass Marks</i>	<i>Assessment Date</i>	<i>Duration</i>
Continuous Assessment	The continuous assessment component will normally consist of a research-based assignment and a web-based multiple-choice exam.	2,4,5	40.00	0	0	n/a	0

No Project

No Practical

End of Module Formal Examination							
<i>Assessment Type</i>	<i>Assessment Description</i>	<i>Outcome addressed</i>	<i>% of total</i>	<i>Marks Out Of</i>	<i>Pass Marks</i>	<i>Assessment Date</i>	<i>Duration</i>
Formal Exam	End-of-Semester Final Examination	1,2,3	60.00	0	0	End-of-Semester	0

Reassessment Requirement

A repeat examination
Reassessment of this module will consist of a repeat examination. It is possible that there will also be a requirement to be reassessed in a coursework element.

DKIT reserves the right to alter the nature and timings of assessment

Module Workload & Resources

Workload: Full Time

Workload Type	Workload Description	Hours	Frequency	Average Weekly Learner Workload
Lecture		2.00	Every Week	2.00
Practical		2.00	Every Week	2.00
Directed Reading		2.00	Every Week	2.00
Independent Study		2.00	Every Week	2.00
Total Weekly Learner Workload				8.00
Total Weekly Contact Hours				4.00

This course has no Part Time workload.

Resources

Supplementary Book Resources

Kenneth C. Laudon Jane P. Laudon 2013, *Management Information Systems*, Prentice Hall [ISBN: 0133130789]

Rich Schiesser 2010, *IT Systems Management*, Prentice Hall [ISBN: 0137025068]

Peter Wheatcroft 2007, *World Class IT Service Delivery*, British Computer Society [ISBN: 1902505824]

Claire Aqutter 2012, *ITIL Foundation Handbook*, The Stationery Office [ISBN: 0113313497]

Gerard Blokdijk 2008, *Availability Management Best Practice Handbook*, Emereco Publishing [ISBN: 192152393X]

This module does not have any article/paper resources

Other Resources

Website: *Bitpipe*
<http://www.bitpipe.com>

Website: *Knowledgestorm*
<http://www.knowledgestorm.com>

Website: *IT Today*
<http://www.ism-journal.com>

Website: *ITIL Official Website*
<http://www.itil-officialsite.com>