

<b>Full Title:</b>	Computer Services Management
<b>Language of Instruction:</b>	English
<b>Module Code:</b>	PROG C7011
<b>Credits:</b>	5
<b>Valid From:</b>	Semester 1 - 2016/17 ( September 2016 )
<b>Module Delivered in</b>	<a href="#">4 programme(s)</a>
<b>Module Description:</b>	Students completing this module will familiar with the techniques used to formally evaluate hardware, software and IT services; be capable of developing and implementing a Disaster Recovery plan; have had exposure to tools and techniques used to manage IT projects; be familiar with Legal, Quality, and Health and Safety issues related to computer services management.
<b>Learning Outcomes:</b>	
<i>On successful completion of this module the learner should be able to</i>	
<ol style="list-style-type: none"> <li>1. Structure an IT organization using tools and architectures</li> <li>2. Formally evaluate hardware, software and IT services</li> <li>3. Plan for Disaster Recovery</li> <li>4. Manage IT projects</li> <li>5. Demonstrate an understanding of Legal, Quality Standards and Health and Safety related issues</li> </ol>	

**Module Content & Assessment**

Indicative Content
<b>Facilities Management</b> Layout, Site planning and preparation; Infrastructure planning and development; Environmental controls, ergonomics, health and safety issues
<b>Software and Hardware Assessment</b> -Performance and Capacity requirements; Benchmarking; Vendor selection process; Maintenance and Upgrades; Service and Support
<b>Disaster Recovery</b> Contingency/Disaster Recovery Planning; Backup and Archiving Data; Media Rotation Schemes
<b>Project Management</b> Project Planning, Controlling and Monitoring; Creating Project Teams; Task Identification, Analysis and Prioritizing; Work Breakdown Structures; Resource Allocation
<b>Software Licensing, Maintenance Contracts</b> SLA's, IT Outsourcing
<b>Quality Assurance</b> Quality standard certification; ITIL Framework

Assessment Breakdown	%
Course Work	30.00%
End of Module Formal Examination	70.00%

**Full Time**

Course Work							
Assessment Type	Assessment Description	Outcome addressed	% of total	Marks Out Of	Pass Marks	Assessment Date	Duration
Project	Project Management	4	15.00	0	0	Week 25	0
Project	Software / Hardware Evaluation	1,2,3	15.00	0	0	Sem 2 End	0

No Project

No Practical

End of Module Formal Examination							
Assessment Type	Assessment Description	Outcome addressed	% of total	Marks Out Of	Pass Marks	Assessment Date	Duration
Formal Exam	End-of-Semester Final Examination	1,2,3,4,5	70.00	0	0	End-of-Semester	0

**Part Time**

Course Work							
Assessment Type	Assessment Description	Outcome addressed	% of total	Marks Out Of	Pass Marks	Assessment Date	Duration
Project	Project Management	4	15.00	0	0	Week 25	0
Project	Software / Hardware Evaluation	1,2,3	15.00	0	0	Sem 2 End	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	1,2,3,4,5	70.00	0	0	End-of-Semester	120

**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	Introduce the theories of Computer Services Management	2.00	Every Week	2.00
Practical	Implement measures to control or manage computing devices	2.00	Every Week	2.00
Directed Reading	No Description	2.00	Every Week	2.00
Independent Study	No Description	2.00	Every Week	2.00
Total Weekly Learner Workload				8.00
Total Weekly Contact Hours				4.00

**Workload: Part Time**

Workload Type	Workload Description	Hours	Frequency	Average Weekly Learner Workload
Lecture	Introduce the theories of Computer Services Management	1.00	Every Week	1.00
Practical	Implement measures to control or manage computing devices	2.00	Every Week	2.00
Directed Reading	No Description	3.00	Every Week	3.00
Independent Study	No Description	2.00	Every Week	2.00
Total Weekly Learner Workload				8.00
Total Weekly Contact Hours				3.00

Resources
<i>Recommended Book Resources</i>
<p><b>Bob Hughes, Roger Ireland, Brian West, Norman Smith, David I. Shepherd 2012, <i>Project Management for IT-related Projects</i>, 2nd Edition Ed., British Informatics Society Ltd [ISBN: 978-1780171180]</b></p> <p><b>Frank Booty 2008, <i>Facilities Management Handbook</i>, 4th Edition Ed., A Butterworth-Heinemann Title [ISBN: 978-0750689779]</b></p> <p><b>Susan Snedaker 2007, <i>Business Continuity and Disaster Recovery Planning for IT Professionals</i>, 1st Edition Ed., Syngress [ISBN: 978-1597491723]</b></p> <p><b>Brady Orand (Author), Julie Villarreal (Editor) 2011, <i>Foundations of IT Service Management: The ITIL Foundations Course in a Book</i>, 3rd Edition Ed., CreateSpace Independent Publishing Platform [ISBN: 978-1463635343]</b></p>
<i>Supplementary Book Resources</i>
<p><b>Joseph Phillips 2010, <i>IT Project Management: On Track from Start to Finish</i>, 3rd Edition Ed., McGraw-Hill Osborne [ISBN: 978-0071700436]</b></p> <p><b>Holtsnider, Bill Jaffe, Brian D. 2012, <i>IT Manager's Handbook, Third Edition: Getting your new job done</i>, 3rd Edition Ed., Morgan Kaufmann, [ISBN: 978-0124159495]</b></p>
<i>This module does not have any article/paper resources</i>
<i>Other Resources</i>
<p><b>Website: DKITLibrary</b>  <a href="http://dkitlibs.dkit.ie/">http://dkitlibs.dkit.ie/</a></p> <p><b>Website: Tech Central</b>  <a href="http://www.techcentral.ie">http://www.techcentral.ie</a></p> <p><b>Website: ICT Law</b>  <a href="http://www.ictlaw.com/">http://www.ictlaw.com/</a></p>

## Module Delivered in

Programme Code	Programme	Semester	Delivery
DK_KCOMP_7	<a href="#">Bachelor of Science in Computing</a>	5	Group Elective 2
DK_KCOMP_7	<a href="#">Bachelor of Science in Computing</a>	5	Group Elective 3
DK_KCESM_7	<a href="#">Certificate in Computer Service Management</a>	2	Elective
DK_KCESM_7	<a href="#">Certificate in Computer Service Management</a>	1	Elective