IT Service Management
Online Course

This course will be valuable for motivated IT practitioners who wish to undertake postgraduate study.

ACS AUSTRALIAN COMPUTER SOCIETY

Course content

The subject focuses on the Information Technology Infrastructure Library (ITIL©), which is the most widely accepted approach to IT service management. It provides a cohesive set of best practices, drawn from the public and private sectors internationally. It is supported by field-proven implementation methodologies and assessment tools, and a comprehensive qualification scheme and accredited training organisations.

The subject includes the following topics:
- Introduction to IT service management
- Writing a business case
- Service strategy, design, transition and operation
- Continual service improvement
- Related standards and frameworks.

Learning outcomes

- Describe need for IT Service Management and its relevance to business.
- Articulate the business benefits of implementing IT SM in financial and non-financial terms.
- Develop a detailed project plan to implement an IT SM program.
- Leverage from industry best practices framework including, ITIL, ISO/IEC 20000, CoBIT™, ValIT™.
- Appreciate the roadblocks in driving a change program and learn from peers to mitigate the risks.
- Apply the IT Service Management best practices in their organisation.

Who should attend

Motivated IT practitioners who wish to undertake postgraduate study to increase their knowledge and career opportunities.

SFIA alignment

Follow	Assist	Apply	Enable	Ensure/ Advise	**Initiate/ Influence**	Set Strategy

This subject is aligned to SFIA Level 6 and the service level management skill. It can be aligned to additional skills depending on the area you choose to focus on in your assignments.

Course duration

The subject is delivered online, and runs for 13 weeks.

Time commitment

8-10 hours per week

CPD hours

25 hours (maximum allowable for one activity)

Subject fees

- Members $1500 inc gst
- Non-members $1800 inc gst

Future study options

Completion of the CPe Program (four Virtual College units, 3 core units from the following – Risk Management: Professionalism and Compliance; Business, Strategy & IT; and New Technology Alignment, plus one elective unit) will reduce the experience requirement of CP certification by 1.5 years.

Enrolment

To enrol, contact ACS Education
Freecall 1800 671 003 or email
education@acs.org.au