IT service desk management - course description

General information

Course name	IT service desk management
Course ID	04.2-WE-BizEIP-ZarządzBiuremWsparIT-Er
Faculty	Faculty of Computer Science, Electrical Engineering and Automatics
Field of study	E-business
Education profile	practical
Level of studies	First-cycle Erasmus programme
Beginning semester	winter term 2021/2022

Course information

Semester	6
ECTS credits to win	4
Course type	optional
Teaching language	english
Author of syllabus	• dr inż. Łukasz Sobolewski

Classes forms

The class form	Hours per semester (full-time)	Hours per week (full-time)	Hours per semester (part-time)	Hours per week (part-time)	Form of assignment
Lecture	15	1	-	-	Credit with grade
Project	30	2	-	-	Credit with grade

Aim of the course

To familiarize students with the key issues of creating, organizing and managing a help desk and service desk in IT applications.

Presentation of IT tools based on the ITIL (Information Technology Infrastructure Library) specification used to manage incidents, events and problems arising during the operation of IT systems services in business.

Prerequisites

Knowledge of technological aspects of the Internet.

Scope

Introduction to key issues related to the operation of IT services in business. Basic concepts in the field of IT support management.

Help Desk and service levels. Specification of single points of contact (SPOC), hotlines, call centers, front service.

Service Desks as organizational units responsible for functional support for IT applications and for removing IT - hardware and application problems. Discussion of Service Desk tasks in the field of incident classification, incident control and reporting.

Overview of the basics of ITIL specifications. Definitions of IT service processes, roles, responsibilities and life cycle. Issues of IT service management (ITSM) and coordination and control of functions, processes and systems.

IT service life cycle in the ITIL specification. Strategy specifications, design, handover, operation and continuous improvement of IT services.

Examples of ITIL applications in process modeling in both commercial organizations (e.g. computer and software companies) and non-commercial (government agencies, etc.).

Review of applied standards and norms in the field of IT service management (ISO, BS, ITIL). Discussion differ between ISO / IEC 20000 and ITIL. International standardization organizations and certification centers.

Preparation and conducting of an experimental pilot project of an IT support office in a selected business field. Practical implementation of individual projects.

Introduction to issues of quality of IT services. Practical exercises in preparing evaluation surveys for IT services.

Teaching methods

Lecture - conventional lecture using a video projector.

Project - practical classes in the computer laboratory.

Learning outcomes and methods of theirs verification

Outcome description	Outcome symbols	Methods of verification	The class form

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Is able to assess the efficiency and degree of customer satisfaction for an IT support office		• a preparation of a project • a preparation of a research paper	• Project
Knows methods of testing the efficiency of centers providing IT support (call center, service desk, help desk)		• a final test • a test with score scale • an evaluation test	• Lecture
Is aware of the social role of a technical university graduate, and in particular understands the need to formulate and provide the public with information on aspects of engineering and business activities in a universally comprehensible way		• a preparation of a project • a preparation of a research paper	• Project
Understands the need to expand knowledge related to the methodological and technological side of IT services		• a preparation of a project • a preparation of a research paper	• Project
Knows IT tools, mechanisms and solutions in the field of operating e-business services		• a final test • a test with score scale • an evaluation test	• Lecture
Is aware of the opportunities, challenges and threats posed by the formation of the information society		• a preparation of a project • a preparation of a research paper	• Project
Knows the technological conditions for the operation of services in the aspect of IT systems functioning		• a final test • a test with score scale • an evaluation test	• Lecture
Is able to prepare, conduct and implement a project of help office for an IT system and conduct staff training		• a draft • a preparation of a project • a preparation of a research paper	• Project
Knows communication and quality standards based on ITIL specifications and international standardization organizations		• a final test • a test with score scale • an evaluation test	• Lecture
Is able to support selected platforms for incident, problem and event management in business information systems		• a preparation of a project • a preparation of a research paper	• Project

Assignment conditions

Lecture - test in writing and / or oral, carried out at the end of the semester.

Project - the final grade is the weighted sum of the marks obtained for the implementation of the IT assistance office project (70%) and the form of its presentation (30%).

Final grade = 50% of the final grade of the lecture + 50% of the final grade of the project.

Recommended reading

1. Burton N., How to Manage the IT Help Desk, Routledge, 2012.
2. Copeman M., Helpdesk Habits: Become a Helpdesk Superhero and Make Yourself Indispensable, Independently Published, 2019.
3. Fry M., ITIL lite: a road map to full or partial ITIL implementation, The Stationery Office, 2010.
4. Knapp D., A Guide to Service Desk Concepts, Cengage Learning, 2013.
5. van der Venn A., van Bon J., Foundations of ITIL, Haren Publishing, Van, 2011.

Further reading

1. Czegel, B., Help Desk Practitioner's Handbook, Wiley, 1998
2. Hiles A., Gunn Y., Creating A Customer-Focused Help Desk: How to Win and Keep Your Customers, Rothstein Associates Inc, 2000.
3. Wedemeyer M., Engle C., The ITIL V3 Factsheet Benchmark Guide, Lulu.com, 2007.

Notes

Modified by dr inż. Łukasz Sobolewski (last modification: 13-07-2021 09:10)