

# IT service desk management - opis przedmiotu

Informacje ogólne	
Nazwa przedmiotu	IT service desk management
Kod przedmiotu	04.2-WE-BizELP-ZarządzBiuremWsparIT-Er
Wydział	Wydział Nauk Inżynieryjno-Technicznych
Kierunek	Biznes elektroniczny
Profil	praktyczny
Rodzaj studiów	Program Erasmus pierwszego stopnia
Semestr rozpoczęcia	semestr zimowy 2021/2022

Informacje o przedmiocie	
Semestr	6
Liczba punktów ECTS do zdobycia	4
Typ przedmiotu	obieralny
Język nauczania	angielski
Sylabus opracował	• dr inż. Łukasz Sobolewski

Formy zajęć					
Forma zajęć	Liczba godzin w semestrze (stacjonarne)	Liczba godzin w tygodniu (stacjonarne)	Liczba godzin w semestrze (niestacjonarne)	Liczba godzin w tygodniu (niestacjonarne)	Forma zaliczenia
Wykład	15	1	-	-	Zaliczenie na ocenę
Projekt	30	2	-	-	Zaliczenie na ocenę

## Cel przedmiotu

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.

## Wymagania wstępne

Knowledge of technological aspects of the Internet.

## Zakres tematyczny

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.

## Metody kształcenia

Lecture - conventional lecture using a video projector.

Project - practical classes in the computer laboratory.

## Efekty uczenia się i metody weryfikacji osiągnięcia efektów uczenia się

Opis efektu	Symbole efektów	Metody weryfikacji	Forma zajęć
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Opis efektu	Symbole efektów	Metody weryfikacji	Forma zajęć
Is able to assess the efficiency and degree of customer satisfaction for an IT support office		<ul style="list-style-type: none"> <li>przygotowanie projektu</li> <li>przygotowanie referatu</li> </ul>	<ul style="list-style-type: none"> <li>Projekt</li> </ul>
Is able to prepare, conduct and implement a project of help office for an IT system and conduct staff training		<ul style="list-style-type: none"> <li>konspekt</li> <li>przygotowanie projektu</li> <li>przygotowanie referatu</li> </ul>	<ul style="list-style-type: none"> <li>Projekt</li> </ul>
Is able to support selected platforms for incident, problem and event management in business information systems		<ul style="list-style-type: none"> <li>przygotowanie projektu</li> <li>przygotowanie referatu</li> </ul>	<ul style="list-style-type: none"> <li>Projekt</li> </ul>
Is aware of the opportunities, challenges and threats posed by the formation of the information society		<ul style="list-style-type: none"> <li>przygotowanie projektu</li> <li>przygotowanie referatu</li> </ul>	<ul style="list-style-type: none"> <li>Projekt</li> </ul>
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		<ul style="list-style-type: none"> <li>przygotowanie projektu</li> <li>przygotowanie referatu</li> </ul>	<ul style="list-style-type: none"> <li>Projekt</li> </ul>
Knows communication and quality standards based on ITIL specifications and international standardization organizations		<ul style="list-style-type: none"> <li>kolokwium</li> <li>sprawdzian z progami punktowymi</li> <li>test końcowy</li> </ul>	<ul style="list-style-type: none"> <li>Wykład</li> </ul>
Knows IT tools, mechanisms and solutions in the field of operating e-business services		<ul style="list-style-type: none"> <li>kolokwium</li> <li>sprawdzian z progami punktowymi</li> <li>test końcowy</li> </ul>	<ul style="list-style-type: none"> <li>Wykład</li> </ul>
Knows methods of testing the efficiency of centers providing IT support (call center, service desk, help desk)		<ul style="list-style-type: none"> <li>kolokwium</li> <li>sprawdzian z progami punktowymi</li> <li>test końcowy</li> </ul>	<ul style="list-style-type: none"> <li>Wykład</li> </ul>
Knows the technological conditions for the operation of services in the aspect of IT systems functioning		<ul style="list-style-type: none"> <li>kolokwium</li> <li>sprawdzian z progami punktowymi</li> <li>test końcowy</li> </ul>	<ul style="list-style-type: none"> <li>Wykład</li> </ul>
Understands the need to expand knowledge related to the methodological and technological side of IT services		<ul style="list-style-type: none"> <li>przygotowanie projektu</li> <li>przygotowanie referatu</li> </ul>	<ul style="list-style-type: none"> <li>Projekt</li> </ul>

## Warunki zaliczenia

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.

## Literatura podstawowa

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.

## Literatura uzupełniająca

1. Czegeł, 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.

## Uwagi

Zmodyfikowane przez dr inż. Łukasz Sobolewski (ostatnia modyfikacja: 13-07-2021 09:10)