



COURSE PRESENTATION FORM – ACADEMIC YEAR 2010/2011

COURSE NAME	Open Tools and Technologies for IT Management
COURSE CODE	72015 (MSc 270) / 70224 (BSc, MSc 509) / 70234 (BSc Old)
LECTURER	Andrea Janes
TEACHING ASSISTANT	--
TEACHING LANGUAGE	English
CREDIT POINTS	4
LECTURE HOURS	24
EXERCISE HOURS	12
TIME SPAN	21.02.2011 - 11.06.2011
TIME TABLE	See Timetable Page
OFFICE HOURS LECTURER	During the lecture time span: Monday 10:30-12:30, Faculty of CS, POS Building, piazza Domenicani 3 , office 1.12.
OFFICE HOURS TEACHING ASSISTANT	--
PREREQUISITES	A BSc in Computer Science, preferably with basic courses on Software Engineering and conceptual modeling.
OBJECTIVES	The course provide a comprehensive background for understanding and using IT Management techniques, with a specific focus on IT Business alignment related topics. The theoretical discussion will be supported presenting and studying Open Source Tools that cover the topics seen during the lecture, thus providing students with an appreciation of the applicability in concrete problems of the techniques described in the course.
SYLLABUS	<ul style="list-style-type: none">• Strategic IT Alignment• Enterprise Architecture• The Balanced Scorecard• IT Governance and Control Objectives for Information & related Technology (COBIT)• IT Service management and Information Technology Infrastructure Library (ITIL)• Lean management• Open Source Business Models• Current topics in IT Management



TEACHING FORMAT	Lectures, presentations during the lab.
ASSESSMENT	Oral exam (100%)
READING LIST	Available on Teleacademy .
SOFTWARE USED	<p>Open Source Tools selected and presented by students that support the topics covered during the lecture e.g.</p> <ul style="list-style-type: none">• Calemear: http://www.calemear.com/• Zenoss: http://www.zenoss.com/• Nagios: http://www.nagios.org/• Pentaho: http://www.pentaho.com/• OTRS:ITSM: http://www.otrs.com/en/products/itsm/• Redmine: http://www.redmine.org/• etc.
LEARNING OUTCOME	<p>The following generic skills are trained in the course:</p> <ul style="list-style-type: none">• Information search• Critical and structured thinking• Knowledge Modeling• Process perspective to Problem solving• Analytical ability• Team work <p>On completion of the course the student will be able to:</p> <ul style="list-style-type: none">• understand terms and concepts behind issue related to IT management such as IT Governance and IT Service Management• understand the relevance of the Business IT alignment perspective when using or implementing IT services and tools• use tools and techniques in order to apply specific ITM framework like ITIL and COBIT as well as other standard or company specific frameworks.• understand how to maintain a structured and efficient overview on ITM domain
COURSE PAGE	http://www.teleacademy.it/