Project: IT Service Management

Course Description

Based on the contents of the course “IT Service Management”, selected aspects of the core processes of ITIL are deepened, discussed, selected, and applied within the framework of a project in a concept-related manner. All theoretical methods are considered and evaluated.

Contents

▪ Analysis, evaluation, and development of recommendations for taking action within the

scope of concrete questions concerning aspects of IT Service Management. This is aided by the creation and planning of a project in the theoretical-theme context through all phases of project management.

▪ The quality assurance of the artefacts created is carried out both by the tutor and by

students from the project groups