

Information Technology Service Management

Overview

With ever-increasing organizational complexities and evolving business needs, organizations are adopting a variety of information technology (IT) services in order to fulfill their goals, including customer and business partner expectations and stressing on continual improvement. In order to effectively manage various IT services, organizations need to have a clear framework for guiding IT strategy formulation, IT service design, implementation and maintenance. Information Technology Infrastructure Library® (ITIL®) is one of the widely accepted frameworks for IT service management and is founded on the premise of best practices from both the private and public sectors.

ITIL explains the functions, approaches, tasks, and lexicons which can be applied by an organization for establishing incorporation with the organization's policy, offering value, and sustaining a minimum level of proficiency. In order to equip students with the fundamentals of such a widely accepted framework, the module will cover awareness and comprehension of key aspects surrounding the topic of IT Service Management in the context of ITIL®. This will include service management as a practice, the ITIL service lifecycle and the alignment between IT services offered and business needs as they evolve, and key principles, models, processes, functions, roles, technologies and competencies that are essential for effective service management. The course structure is divided in five modules and these will run parallel.

Module-A participants will get through the IT Service Management Concept: Introduction to ITIL® and ITSM, The ITIL service lifecycle, Why ITIL is successful Service management as a practice, Service value, Roles etc.

Module-B comprises Service strategy & Design: The four Ps of service strategy, Patterns of business activity, Service portfolio, Risk management, Service providers, Stakeholders in service management, Internal and external customers; Processes and activities - Business Relationship Management, Financial Management for IT Services, Service Portfolio Management, Strategy Management for IT Services, Demand Management, The Service Design Package (SDP) Processes and activities - Design Coordination, Service Catalogue Management, Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Information Security Management, Supplier Management etc.

Module-C includes Service transition: Processes and activities, Transition planning and support, Change management, Service asset and configuration management, Release and deployment management, Knowledge management.

Module-D comprises Service operation: Communication in service operation, Processes and activities, Incident management, Problem management, Event management, Request fulfilment, Access management, Functions-Service desk, Technical management, IT operations management, Application management, Service management as a practice etc.

Module-E consists Continual service improvement: continual service improvement approach, Continual service improvement registers, The Deming Cycle/PDCA Cycle Service measurement – baselines, metrics, KPIs and CSFs, The seven-step improvement process etc.

All participants will gain knowledge of these topics through lectures and case studies. There will be some assignments to stimulate research motivation of participants. At the end of the modules an exam will be conducted.

Duration	December 01 to December 14, 2016								
You Should Attend If...	<ul style="list-style-type: none"> ▪ You are a faculty member planning to start a course on IT Service Management ▪ You are a faculty member from any disciplines of engineering and Management ▪ You are a senior executive or manager in organizations ▪ You are an administrator in educational institution for effective planning of IT Services ▪ You are a student of B.Tech./MSc/MBA/M.Tech./PhD 								
Fees	<p>The participation fees for attending the course is as follows:</p> <table style="margin-left: 20px;"> <tr> <td>Participants from abroad</td> <td>: US \$200</td> </tr> <tr> <td>Industry</td> <td>: Rs. 4500</td> </tr> <tr> <td>Academic/Research Institutions</td> <td>: Rs. 2500</td> </tr> <tr> <td>Students</td> <td>: Rs. 100</td> </tr> </table> <p>The above fee includes all instructional materials, computer use for tutorials, internet facility. The participants may be provided with accommodation on payment basis subject to availability.</p> <p>All course registrations will processed via the national GIAN portal (www.gian.iitkgp.ac.in), where Rs. 500/- one-time fee is payable in addition to the above amount.</p> <p>Registration fee can be directly deposited through NEFT to the designated account as given below or by cash at the time of registration.</p> <p>Account Name: NMEICT, Account No. 718400301000171 Bank: Vijaya Bank, MNNIT Branch, Allahabad-211004, UP, INDIA, IFSC Code: VIJB0007184</p> <p>Last Date of Registration: 24 November 2016. Number of participants for the course will be limited to sixty only on first come first serve basis.</p>	Participants from abroad	: US \$200	Industry	: Rs. 4500	Academic/Research Institutions	: Rs. 2500	Students	: Rs. 100
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The Faculty



Prof. Yogesh K. Dwivedi is a full Professor and Director of Research in the School of Management at Swansea University, UK. He obtained his PhD and MSc in Information Systems from Brunel University, UK. He has co-authored

several papers, which have appeared in international refereed journals such as CACM, DATA BASE, EJIS, IJIM, IJPR, ISJ, ISF, JCIS, JIT, JORS, TMR and IMDS. He is Associate Editor of European Journal of Marketing, European Journal of Information



Dr. G. P. Sahu is an Associate Professor, Motilal Nehru National Institute of Technology Allahabad, India. His research interests are in the areas of MIS and E-governance. Dr. Sahu has acted as a reviewer for international journals. He is also a Guest Editor with International

Journal of Electronic Governance. Dr. Sahu has been on the jury for the CSI- Nihilent E- governance National Awards, India.



Dr. Asheesh K. Singh (SMIEEE) is an Associate Professor with the Department of Electrical Engineering, Motilal Nehru National Institute of Technology Allahabad, India. His research interests include the application of soft computing techniques to power systems, power quality, distributed

generation, and Humanitarian Technology.

Course Co-ordinators

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