

# ITS4223 : Information Technology Service Management

Managing IT in today's business environment entails more than managing the technology within IT. With business demands for IT services increasing, Information Technology Service Management (ITSM) involves organizing IT as a set of services that are aligned to business needs. With the change in focus of the IT function to a service provider from a technology provider, it is imperative to focus on strategic and important business outcomes, and not just technology outcomes. This course focuses on concepts, techniques, and technologies applied to help IT function as a service provider closely aligned with business needs including links between lifecycle stages, the processes used and their contribution to service management practices. This course enables students to look at IT service management through an end-to-end operating model for the creation, delivery and continual improvement of technology-enabled products and services.

**Credits** 4.0

**Prerequisites**

[ITS3103: Advanced Networking](#)

**Corequisites**

None