



COURSE DESCRIPTION

1. Information about the programme

1.1 Institution of higher education	Alexandru Ioan Cuza University of Iasi
1.2 Faculty	Faculty of Economics and Business Administration
1.3 Department	Department of Accounting, Information Systems and Statistics
1.4 Field of study	Business Informatics
1.5 Level	Master
1.6 Study programme/ Qualification	Software Development and Business Information Systems

2. Information about the course

2.1 Course name										IT Governance and service management									
2.2 Course coordinator					Prof. Adrian Munteanu, Ph.D.														
2.3 Seminar coordinator					Prof. Adrian Munteanu, Ph.D.														
2.4 Year of study		II	2.5 Semester		I	2.6 Type of assessment				P			2.7 Discipline status				C		

* C – Compulsory / E - Elective

3. Total estimated time (hours allotted to didactic activity per semester)

3.1 Total number of hours per week	3	of which: 3.2 lecture	2	3.3 seminar/lab	1
3.4 Total number of hours in the curriculum	42	of which: 3.5 lecture	28	3.6 seminar/lab	14
Time distribution					hours
Study of the handbook, coursebook, bibliography and notes					30
Additional research in the library, online and on the field					15
Preparation of seminars/labs, homeworks and projects					40
Tutorials					15
Assessment					8
Other activities.....					
3.7 Total number of self-study hours					108
3.9 Total number of hours per semester					150
3.10 Number of credits					6

4. Prerequisites (if applicable)

4.1 curriculum-based	NA
4.2 competence-based	NA

5. Conditions (if applicable)

5.1. for lectures	<ul style="list-style-type: none">Lecture rooms shall be provided with video projector
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5.2. for seminars/labs	<ul style="list-style-type: none">Lecture rooms shall be provided with video projector
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6. Assimilated specific competences

Professional competences	<ul style="list-style-type: none">C1.4 Selection of the method, methodology, and tools for system analysis, design and test, according to the human, financial and time organizational resources and in conformity with the economic, functional and technical requirements (0.5 credits)C5.3 Use of planning, budgeting and controlling tools within software projects and IT services (3.5 credits)C6.5 Case study development concerning modeling, design and implementation of business processes using BPM tools (1,5 credits)
Transversal competences	<ul style="list-style-type: none">CT2 - The ability to coordinate project teams and manage informational projects (1 credits)

7. Discipline objectives (provided by the assimilated specific competences grid)

7.1 The general objective of the discipline	<ul style="list-style-type: none">To provide the core knowledge in order to deal with IT governance and IT service management
7.2 Specific objectives	<ul style="list-style-type: none">Knowledge of IT governance frameworks and standardsKnowledge of and skills for differentiate between governance and management processsesAbility to design IT governance nad management processsesAbility to develop service management based on ITILKnowledge and skills for implelenting IT support processes

8. Content

8.1 Lecture	Teaching methods	Observations
IT Governance – frameworks, standards, best practices	Course lecture, explanation, conversation, questioning.	2 lectures
IT Governance – case study 1	Course lecture, explanation, conversation, questioning.	1 lecture
IT Governance – case study 2	Course lecture, explanation, conversation, questioning.	1 lecture





IT Governance – case study 3	Course lecture, explanation, conversation, questioning. Case study.	1 lecture
IT Governance – case study 4	Course lecture, explanation, conversation, questioning. Case study.	1 lecture
IT Service management	Course lecture, explanation, conversation, questioning. Case study.	2 lectures
Incident management – case study	Course lecture, explanation, conversation, questioning. Case study.	1 lectures
Change management – case study	Course lecture, explanation, conversation, questioning. Case study.	1 lecture
SLA – case study	Course lecture, explanation, conversation, questioning. Case study.	1 lecture
8. 2 Seminar/lab	Teaching methods	Observations
IT Governance – case study 1 presentation	Practical Case Discussion,	1 lab
IT Governance – case study 2 presentation	Practical Case Discussion,	1 labs
IT Governance – case study 3 presentation	Practical Case Discussion,	1 lab
IT Governance – case study 4 presentation	Practical Case Discussion,	1 lab
Incident management – case study	Practical Case Discussion,	1 lab
Change management – case study	Practical Case Discussion,	1 lab
SLA – case study	Practical Case Discussion,	1 lab



**Bibliography**

COBIT 2019 – Framework,
ISO 38500
ITIL v4 – OGC Books

9. Corroboration of the discipline content with the expectations of epistemic community representatives, professional associations as well as of representative employers in the programme related field.

The content of this discipline has been decided upon by taking into account both the curricula of some prestigious Western Universities and the demands of the economic environment provided by potential employers, either in the public or in the private IT companies.

10. Assessment

Type of activity	10.1 Assessment criteria	10.2 Assessment methods	10.3 Share of final grade
Case studies class presentation	Validity and elegance of the solution	Presentation	20%
Part I COBIT evaluation	Exam	Multiple questions test	40%
Part II – ITIL Evaluation	Exam	Multiple questions test	40%
10.6 Minimum performance standard			
<ul style="list-style-type: none">Minimum 5 for each type of activity.			

Date of
completion

Lecture Coordinator

Prof. Adrian Munteanu, Ph.D.

Seminar Coordinators

Prof. Adrian Munteanu Ph.D.

Date of approval within the department

Head of Department

Prof. Florin Dumitriu, Ph.D.

