

Module Title:	IT Governance and Service Management	
Module No.: DLMBITGSM	Semester / Term: --	Duration: Minimum 1 Semester
Module Type(s): Wahlpflicht		Regularly offered in: WS, SS
Workload: 300 h		Credit Points: 10
Admission Requirements: None		Language of Instruction: Englisch
Contributing Courses to Module:		Workload: Self-study: 180 h Self-examination: 60 h Tutorials: 60 h
Course Coordinator(s) / Tutor(s): Please see the current list of tutors on the Learning Management System.		Module Director: Prof. Dr. Markus C. Hemmer
References to Other Programs: <ul style="list-style-type: none">• Master of Business Administration		References to Other Modules in the Program: <ul style="list-style-type: none">• Corporate Finance

Qualification and Educational Objectives of the Module:

IT Governance & Compliance:

Upon successful completion, students will be able to:

- Students will understand why an increasing government regulation over the process of handling sensitive data and also maintaining their confidentiality, integrity and availability requires an IT governance and compliance framework
- Students will know the different IT governance frameworks given.
- Students will be able to set out the processes and policies for administering and managing IT systems for ensuring compliance with local and international regulatory requirements such as the Basel II initiative.
- To understand that ensuring compliance with the IT governance framework can be a daunting task that requires constant collection, organisation, monitoring, analysis and reporting on event logs to detect and manage control-related activity.
- To get acquainted with IT governance and compliance monitoring tools ensuring that controls for information systems are effectively implemented, monitored and maintained. To understand the importance of marketing research methodologies in supporting key marketing management decisions.

IT Service Management:

Upon successful completion, students will be able to:

- To understand IT service management as being the enabler of information technology strategies and operations objectives
- To define the touchpoints between IT service management and management information systems
- Students will be able to differentiate between lightweight and heavyweight approaches to IT service management.
- To understand benchmarks and assessments to measure the capability of a service provider and its IT service management competences.
- To proactively apply IT services management tools and platforms based on current information technology research and advisory.

Course Content of the Module:

IT Governance & Compliance

- Students get an in-depth knowledge about important IT governance and compliance rules & regulations.

IT Service Management

- Focuses on the nature and practice of IT services (programming, maintenance, IT after sales services) to keep IT systems running.

Teaching Methods:

See the contributing course outlines

Literature:

See the contributing course outlines

Percentage of the Module Grade Relative to the Final Grade for the Program:	Prerequisites to Qualify for Assessment:	Assessment:
--	See the contributing course outlines	Module Exam, 80 min (100%)