

Course title: INFORMATICS SERVICES MANAGEMENT

Lecturers	Full Prof. Vjeran Strahonja, Ph.D., Asst. Prof. Renata Mekovec, Ph.D., Katarina Pažur Aničić, Ph.D., Dijana Peras, M. Inf.
Language of instruction:	Croatian and English
Schedule:	60 teaching hours - 4 hours per week (2 hours lectures + 2 hours laboratory exercises)
Study level	Bachelor
Study programme	Information / Business Systems
Semester	Winter
ECTS	4
Goal	<p>The goal of the course is to provide a detailed review of informatics services and to prepare the students for professional service providing in a service providing company, including service management. The students are introduced to the following topics:</p> <ul style="list-style-type: none">• Rapidly increasing sector of service economy,• Types and areas of services – history, situation and development trends,• Processes, activities, tasks, methods, techniques and tools characteristic for particular type of informatics services,• Development of services and service providing companies,• System design and development, consulting,• Configuration management,• Applied system services,• User education services,• Systems administration services,• User support services,• Systems maintenance services,• Service operation management,• Management of user –provider relationship,• Thinking and behaviour patterns of users and providers,• Good professional practices of service providing meeting the users' requirements in terms of quality, deadlines and prices.

Content	<p>1. Introduction to informatics services (4 hours)</p> <p>Definition of a service; Role of services in the society; Services related to informatics technologies and systems;</p> <p>Areas of providing services and service customers;</p> <p>Types and levels of services and customer relations; Internal and external services;</p> <p>Policies and strategies of service receiving and providing; Market of informatics services – history, trends, qualitative and quantitative indicators.</p> <p>2. System design and development services and consulting services (2 hours)</p> <p>Types and areas of services; Forms and means of service providing;</p> <p>Processes of service providing and process models; results and deliveries.</p> <p>3. Configuration management (2 hours)</p> <p>Gathering of data about informatics equipment and infrastructure;</p> <p>Configured units and configurations; Management of change requirement;</p> <p>Approving and schedule of change implementation; Change monitoring (supply, writing off, location change, breakdowns, upgrading and other changes of condition, debiting, debt settling, inventory taking); Publication management.</p> <p>4. Systems applications services (2 hours)</p> <p>Types, areas and problems of system application; Application planning; Pilot-application and full-scope application; Equipment and infrastructure installation; Data moving and engineering; Acceptability testing; User support in initial stages of use;</p> <p>Technology transfer; Improvements of business process during system application.</p> <p>5. User education services (2 hours)</p> <p>Types and forms of education; Approaches, strategies and policies of education;</p> <p>Education resources; Education methodology; Education process.</p> <p>6. Systems administration services (2 hours)</p> <p>Resource administration; Data administration; Database administration;</p> <p>Security administration.</p> <p>7. User support services (3 hours)</p> <p>Information centre and Help Desk; Requirement receiving and processing;</p> <p>Task distribution; Direct and background solving; Levels of support; Computer support systems; User portals.</p> <p>8. Systems maintenance services (3 hours)</p> <p>Types and forms of maintenance services; Reliability, availability and possibilities of system maintenance; Reactive and proactive policies;</p>
---------	--

	<p>Correcting perceived errors and breakdowns; Predicting incidents and planning of measures for their prevention and solution; Escalation and solution monitoring; System improvement.</p> <p>9. Development of services and service companies (3 hours)</p> <p>Growth and globalization of services; Technology conditioned services, e-services; Development of new service; Service quality planning; Organizational models; Planning and management of project and service organizations; Culture of service organization; Professional ethics; Licensing, certifying and accrediting; Norms; Service and organization locating; Investment proposal and feasibility study.</p> <p>10. Service operations management (3 hours)</p> <p>Service management; Market management – supply and demand; Request and warrant management; Tactical planning and management; Planning of the material requirements and purchase; Capacity planning; Service execution – queues, resource distribution; Settlement and control; Service quality supervision and control; Support functions.</p> <p>11. Management of service user-service provider relationship (4 hours)</p> <p>Models of relationships; Process of service purchase; Offer requirement and competition documentation; Calculation and service offering; Forms of contract relationship; Service contracts and fulfilment of service obligations; Supervision, reporting and communication.</p>
Exercises	<p>Exercises are performed in groups, using adequate program tools. In the course of the exercises, the students solve practical tasks, based on predefined tasks and case studies related to providing informatics services. The students are introduced to quantitative models of service management (estimation of demand, capacity planning, calculation and analysis). The goal of the exercises is the improvement of the students' understanding of theoretical basics and practical competences related to informatics services through teamwork. Basic criteria of students' performance evaluation are the quality of preparation and elaboration of both individual tasks and group projects.</p>
Preconditions	-
Realization and examination	<p>Classes: lectures, seminars and exercises</p> <p>Examination: oral examination</p>

Related courses	<ol style="list-style-type: none"> 1. University of Texas at Austin, Service Management, http://www.mcombs.utexas.edu/dept/management/courses/syllabi_smr2003/MAN%20f386.1%20Service%20Management.pdf 2. Georgia State University, CIS 8620 - Management OfInformationServices, http://www2.cis.gsu.edu/cis/program/syllabus/graduate/CIS8620.asp 3. University of Michigan, SchoolofInformation, SI505 Design and Management ofInformation Systems andServices http://www.si.umich.edu/Classes/505/SI505-syllabus.html 4. University of Michigan, SchoolofInformation, SI 626: Management ofSpecializedInformationServices http://www.si.umich.edu/Classes/626/SI626-syllabus.html 5. DePaul University Chicago, Schoolof Computer Science, TelecommunicationsandInformation Systems, IS 483 InformationServicesandOperations http://www.cs.depaul.edu/courses/syllabus.asp?course=IS-371-601&q=3&y=2002&id=115 6. University ofNewcastle Australia, Master ofInformation Technology, INFO6040 - Information Systems Implementation, http://www.newcastle.edu.au/weblearn/info6040
Literature	<p>Basic:</p> <ol style="list-style-type: none"> 1. OGC (2006) ITIL GlossaryofTerms, DefinitionsandAcronyms, Baseline v01, Office ofGovernmentCommerce 2. OGC (2002) ITIL Service Deliveryand ITIL Service Support. OMG, TheStationery Office Books, ISBN 0113300174 and ISBN 0113300158 <p>Additional:</p> <ol style="list-style-type: none"> 1. Fitzsimmons, J.A.; Fitzsimmons, M.J. Service Management: Operations, Strategy, andInformation Technology. 5th Ed., Irwin/McGraw-Hill, Homewood, IL, 2006. 2. Johnston, R. Service Operations Management, Improving Service Delivery. Prentice Hall, PearsonEducation, 2005.