COURSE NAME:	IT Service Support
TOTAL DURATION:	45 Hrs
MODE OF DELIVERY	PHYSICAL CLASSROOM TRAINING AT RESPECTIVE COLLEGES
TRAINER TO STUDENT RATIO:	1:50
TOTAL MARKS:	75

Table 1	
OVERALL COURSE OBJECTIVE:	1. Critique IT Service Management (ITSM) principles and the ITIL framework, justifying their significance in delivering reliable IT services. 2. Evaluate service design and strategy techniques to recommend solutions that align IT services with organizational objectives and customer needs. 3. Develop incident and problem management strategies to ensure efficient service operations and customer satisfaction. 4. Construct frameworks for change and release management to maintain stability during service transitions. 5. Design continual service improvement plans, integrating feedback loops and performance metrics to enhance service quality.

LEARNING OUTCOME:	1. Critique ITSM concepts and the ITIL framework to justify their significance in managing IT services efficiently. 2. Evaluate service design principles to prioritize strategies that align IT operations with business goals and customer needs. 3. Develop workflows for incident and problem management that enhance service reliability and customer satisfaction. 4. Construct change and release management plans that maintain stability during service transitions while ensuring compliance with industry standards. 5. Design continuous service improvement plans by integrating performance metrics and customer

		feedback to optimize IT service delivery.		

TABLE 2: MODULE WISE COURSE CONTENT AND OUTCOME				
SL.NO	**MODULE NAME**	**MODULE CONTENT**	**MODULE LEARNING OUTCOME**	**DURATION (HRS)**
1	Introduction to IT Service Management	- Overview of ITSM concepts - Components of the ITIL framework - Business benefits of ITSM	Critique ITSM concepts and justify their importance in improving business operations.	9
2	Service Design and Strategy	- Principles of service design - Managing SLAs - Cost optimization and risk management in strategy	Evaluate service design principles and recommend strategies for aligning IT services with business needs.	9
3	Service Transition and Operations	- Managing service transitions - Incident and problem management - Testing and validation strategies	Develop strategies for managing incidents, problems, and service transitions effectively.	9
4	Continual Service Improvement	- Identifying metrics for improvement - Feedback loops in service management - Performance evaluation techniques	Design comprehensive improvement plans to enhance service quality and customer satisfaction.	9

5	Governance, Compliance, and Risk Management	- IT governance frameworks - Regulatory compliance requirements - Mitigating service risks	Construct governance and compliance frameworks to address risks and ensure service continuity.	9

TABLE 3: OVERALL COURSE LEARNING OUTCOME ASSESSMENT CRITERIA AND USE CASES			
LEARNING OUTCOME	**ASSESSMENT CRITERIA**	**Performance Criteria**	**USE CASES**
Critique ITSM concepts and the ITIL framework.	Judge the relevance of ITSM practices in improving business operations.	Demonstrates a clear understanding of ITSM and ITIL principles, providing real-world examples.	Use Case 1: Analyze how ITIL can streamline service delivery in a healthcare organization.
Evaluate service design principles.	Assess the impact of SLAs and cost optimization in service strategy.	Provides a detailed evaluation of service design techniques and their role in achieving organizational objectives.	Use Case 2: Recommend SLAs for a telecommunications company to improve customer satisfaction.
Develop incident and problem management strategies.	Create workflows for incident categorization, prioritization, and resolution.	Designs efficient strategies for managing incidents and recurring issues.	Use Case 3: Implement an incident management framework for a global IT consulting firm.
Construct change and release	Propose strategies for managing service	Demonstrates the ability to maintain stability during	Use Case 4: Plan a major software release for a

management frameworks.	transitions with minimal disruption.	service transitions through structured release plans.	financial institution, ensuring operational continuity.
Design continual service improvement plans.	Recommend metrics and feedback loops for evaluating and improving IT services.	Creates comprehensive improvement plans based on performance metrics and customer feedback.	Use Case 5: Propose a continual improvement strategy for an e-commerce platform to enhance service performance.

TABLE 4: LIST OF FINAL PROJECTS (PROJECTS THAT COMPREHENSIVELY COVER ALL THE LEARNING OUTCOME)	
SL.NO	FINAL PROJECT
1	Develop a system to categorize, prioritize, and resolve IT incidents efficiently, including user communication workflows.
2	Create a framework for assessing, approving, and implementing IT service changes while managing associated risks and impacts.
3	Design SLAs for an organization, monitor service performance, and prepare reports to evaluate compliance.
4	Identify root causes of recurring IT issues, develop long-term resolutions, and maintain detailed documentation.
5	Build a knowledge base for IT service teams to document, share, and update information for incident and problem resolution.
6	Create a governance framework to ensure adherence to regulatory and compliance standards, such as GDPR or ISO 20000.
7	Evaluate current service delivery models and propose strategies for cost reduction while maintaining service quality.
8	Develop a plan to identify and mitigate risks associated with IT service transitions and daily operations.
9	Design and implement automation for repetitive service desk

	tasks, such as password resets or account provisioning.
10	Build a dashboard to track key performance indicators (KPIs) and implement feedback loops for service improvement.

TABLE 5: COURSE ASSESSMENT RUBRICS (TOTAL MARKS: 75)					
ASSESSMENT CRITERIA	Learning Outcome	Fair (1–5)	Good (6–10)	Excellent (11–15)	TOTAL MARKS
Understanding ITSM Concepts	Critique ITSM concepts and the ITIL framework.	Basic understanding of ITSM and ITIL principles with limited real-world applications.	Demonstrates adequate understanding with some practical applications.	Provides comprehensive critiques with real-world applications and case studies.	15
Service Design and Strategy	Evaluate service design principles.	Limited application of service design principles; minimal understanding of SLAs and cost factors.	Demonstrates moderate application of design principles and SLA development.	Offers detailed evaluations with innovative strategies for service alignment and optimization.	15
Incident and Problem Management	Develop incident and problem management strategies.	Creates basic workflows with limited effectiveness in resolving issues.	Designs functional workflows for incident resolution with moderate efficiency.	Develops advanced strategies with innovative solutions for minimizing recurring issues.	15

Change and Release Management	Construct change and release management frameworks.	Basic frameworks with limited consideration of service stability.	Proposes functional frameworks for managing service transitions with moderate success.	Designs robust frameworks that ensure smooth transitions with minimal disruptions.	15
Continual Service Improvement	Design continual service improvement plans.	Limited metrics and feedback loops; lacks comprehensive improvement strategies.	Demonstrates functional improvement plans with adequate use of metrics and feedback.	Creates advanced improvement strategies with detailed metrics and actionable feedback integration.	15