

Specification for the book of courses

Study program		Computing and Informatics		
Module		Computer Systems Security		
Type and level of studies		Master studies		
The name of the course		Management of IT Resources and Services		
Lecturer (for lectures)		Milentijević Z. Ivan		
Lecturer/associate (for exercises)		Milentijević Z. Ivan		
Lecturer/associate (for OFE)				
Number of ECTS		4	Course status (obligatory/elective)	Elective
Prerequisites				
Course objectives		To enable students to acquire knowledge about the role of computer resources and services in companies, and about how to provide high-quality and reliability of IT services.		
Course outcomes		After the course, students will be able to organize IT resources and services within the specific organization, as well as to plan providing of IT services.		
Course outline				
Theoretical teaching		IT resources magement, management methods and systems. Criteria and requirements for IT resources and services in the organization (the required functionality, quality, safety, performance, cost). Capacity planning of IT resources, technical, operation and budget planning. Capacity control: methods and tools for control of technical aspects (capacity and performance of networks, servers, workstations, software licenses, human resources). Information security, operational procedures, standards and tools for information security. Operational and IT risk and compliance with regulatory requirements. IT control and audit, process level standardization: CMMI, ITIL, PSP/TSP and others. IT service life cycle, service management, planning and management in the multiservice environment.		
Practical teaching (exercises, OFE, study and research)		IT resources and services requirement development (collecting, organizing and analyzing requirements). Capacity planning of IT resources, service planning, IT budget planning - capital, service costs and amortization. Testing and performance control of IT resources – tools and methodologies. Examples and templates of standard operating procedures. Tools for testing information security. The process of IT audit, external and internal audit, examples of standards.		
Textbooks/references				
1		Taylor S., Service Intelligence, Prentice Hall, 2012.		
2		IT Service Management: An Introduction, Van Haren Publishing, 2007		
3		Robert R. Moeller, IT Audit, Control, and Security, John Wiley & Sons, 2010		
4				
5				
Number of classes of active education per week during semester/trimester/year				
Lectures	Exercises	OFE	Study and research work	Other classes
2	1	0		
Teaching methods		Lectures, auditive excercises, consultations, homework, team projects. Project presentations and group discussion.		
Grade (maximum number of points 100)				
Pre-exam duties		Points	Final exam	Points
Activity during lectures		10	Written exam	
Exercises		50	Oral exam	40
Colloquia				
Projects				