Courses taught in English at the Faculty of Economic Sciences

Module No.: M.WIWI-WIN.0008	Credits:
Title: Change & Run IT	6

Course Content:	Course Type:
- Basic Elements of IT Service Management (ITSM) - Fundamentals of ITIL V3 - Processes According to the ITIL V3 Model - Fundamentals of IT Project Management	Lecture (2 WLH) + Tutorial (2 WLH)

Recommended Prerequisites:	Exam:
Information Management	Written exam (120 min.)

Recommended Semester:	Cycle:
2-3	The module is offered in each semester. In the summer term, lecture and tutorial take place regularly, whereas in the winter term only the tutorial is offered and the lecture has to be prepared through self-study which is based on the recorded lecture of the respective previous summer semester.

Literature:	Lecturer:
- OGC Books ITIL (2007): Continual Service Improvement; TSO, London. - OGC Books ITIL (2007): Service Design; TSO, London. - OGC Books ITIL (2007): Service Operation; TSO, London. - OGC Books ITIL (2007): Service Strategy; TSO, London. - OGC Books ITIL (2007): Service Transition; TSO, London.	Prof. Dr. Lutz M. Kolbe