

Module title IT Strategy and Managerial Decision Making				
Module code tba	Level Bachelor (B.Sc.) IW	Hours per week 4	ECTS credits 5	Duration 2 weeks block course + virtual lectures
Module instructor Petteri Kaskenpalo, AUT, Auckland, New Zealand		Lecture type Regular lecture, on line consultations	Prerequisite(s) Good academic standing	Grading tba
Objectives By the end of the paper the student will be able to: <ol style="list-style-type: none"> 1. Demonstrate thorough understanding of all the key IT Operations Management frameworks such as (but not limited to) ITIL and CobiT and processes. 2. Analyse processes required for aligning IT infrastructure and operations with the business goals of an organisation. 3. Critically evaluate operational IT organisations and their processes against the studied models. 4. Analyse problems and current issues arising from the implementation of the framework, communicate this analysis and make recommendations solving any problems. 				
Content The course covers the following topics: <ul style="list-style-type: none"> • Integrating Frameworks, Standards and Tools • Business requirements for information • IT Resources & Enterprise Architecture • Plan and Organise IT Services and Operations • Implement Service Strategy • Design Process Controls • Financial Management • HR Management and Communication • IT Resources: Enterprise Architecture • CobiT: Monitor and Evaluate & ITIL: Continuous Service Improvement • ITIL: Continuous Service Improvement • IT Audit: ITAF Information Technology Assurance Framework 				
Textbook/teaching material <ul style="list-style-type: none"> • No prescribed text. Recommended reading lists will be provided. • Lecturer provided materials on e-learning platform. 				

Note: this is not the official course descriptor according to the "Studien- und Prüfungsordnung" (SPO)