

Faculty: FACULTY OF TELECOMMUNICATIONS AND MANAGEMENT

Department: INFORMATION TECHNOLOGIES

Professional Field: 5.3 COMMUNICATION AND COMPUTER TECHNOLOGY

Specialty: COMPUTER ADMINISTRATION OF SOFTWARE APPLICATIONS

Educational-qualification degree: PROFESSIONAL BACHELOR

LEARNING COURSE DESCRIPTION

1.Course title: "Processes in IT - ITIL"

2.Course code: P.16.036.1

3.Type of the course: compulsory

4.Level: professional bachelor

5.Year of study: third

6.Semester: fifth

7.Number of credits: 6

8.Name of the lecturer:. *assoc.prof.dr. Plamen Pavlov, as.dr. Victor Gladchenko*

9.Course learning outcomes:

The aim of the course is to give students a systematic view of the accumulated world experience and best practices on processes in the IT industry, as well as to know how effective processes can increase the quality and interaction of different departments in an IT business environment. The study of the used methods for management of software projects, roles and functions of the participants in them aims to increase the quality of the implemented processes, team and individual work, communication and as a final result - to the realization and effective functioning of students in the field of information products and services.

Students who have completed their training in the course must acquire:

Basic knowledge related to the concept of identification, description and participation in IT project processes; the scope and business value of each phase of the life cycle of projects and processes in the IT industry; explaining the meaning and significance of key concepts, terms, methodologies (RUP, Waterfall, Agile, Scrum) related to the processes in the IT industry.

Practical skills for independent and team work with the entire process infrastructure in information technology, for monitoring, describing and improving existing processes in order to ensure the efficiency and quality of delivered IT products and services.

Competencies:. Successfully completed the course "Processes in Information Technology - ITIL" will acquire the necessary theoretical and practical knowledge to apply the key principles and models for participation, monitoring, description and improvement in processes, as well as their purpose in the organizational structure of an IT company / department.

10.Teaching methods:

Teaching methods - according to the current curriculum is carried out through lectures grouped in a block of two lessons per week for 15 weeks and practical exercises grouped in a block of two lessons per week for 15 weeks.

The lectures are conducted in the classical way and the students get acquainted sequentially with the provided material. The statements are illustrated with examples that make the work of the students in the exercises as easy as possible. The lectures are illustrated with graphic material, which is presented through presentations with a multimedia projector and are supplemented with examples. The practical exercises are conducted by directly solving practical cases. Each case is provided to students in order to gain practical experience in working with processes.

11. Prerequisites:

Students should have Database management systems, Networks and protocols 1 and 2, Linux OS, Abstract structures, Cloud technologies, etc.

12. Course contents:

The course focuses on Business Information Systems, Firewalls, Software Messaging Solutions, Web Server Administration, Software Application Automation Practices and Tools, and more.

13. Bibliography

Basic literature:

1. ITIL Intermediate Certification Companion Study Guide. Sybex 2017, Hellen Morris, Liz Gallacher. ISBN 9781119012245, 2017.
2. Axelos. ITIL Practitioner Guidance (2016). ISBN 9780113314874.
3. A Business Analyst Guide for Wireframes, UML, and ERDBruce Silver, BPMN Quick and Easy Using Method and Style: Process Mapping Guidelines and Examples Using the Business Process Modeling Standard Edition, 2017
4. J. Dugmore and S. Taylor, "ITIL V3 and ISO/IEC 20000", Alignment white paper, www.itilnews.org, 2008.

Additional literature:

1. Ed Walters, Using UML Activities to model Business Processes: A Handbook for Practitioners: 1 (Handbooks for Modeling the Enterprise), 08.2019
2. R. Sabherwal and Y. E. Chan, "Alignment between business and IS strategies: A study of prospectors, analyzers, and defenders", Information Systems Research, Vol. 12, No. 1, pp. 11-33, 2001.

14. Assessment methods and criteria:

The course ends with an exam, which consists in defending a developed project.

1. Requirements for the assessment of the six-point system

Comprehensiveness, accuracy and thoroughness in answering the questions posed in the defense of the developed project.

2. Formation of the final mark

The final grade in the course is formed through an exam, which consists of the development and defense of a project of 4 parts. The development and protection of each part of the project is evaluated. Comprehensive, accurate and thorough development of a part of the project is evaluated with 25 points. Maximum number of points - 100.

Forming an assessment in the training course at each of the above stages, according to the points obtained and their ranking according to the six-point system is given in Table 1.

Table 1.

Number of points	Assessment According to the 6-point Scale System
0 – 20	Fail 2 (F)
20 – 39	Fail 2 (FX)
40 – 49	Satisfactory 3.00 (E)
50 – 59	Satisfactory 3.00 (D)
60 – 69	Good 4.00 (C)
70 – 84	Very good 5.00 (B)
85 – 100	Excellent 6.00 (A)

15. Language of instruction: Bulgarian