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| **UNIVERSITY OF NIŠ** | | | | | | |
| **Course Unit Descriptor** | | **Faculty** | | | Faculty of Electronic Engineering | |
| **GENERAL INFORMATION** | | | | | | |
| Study program | | | | **Computing and Informatics** | | |
| Study Module (if applicable) | | | | Computer Systems Security | | |
| Course title | | | | Management of IT resources and services | | |
| Level of study | | | | Bachelor  Master’s  Doctoral | | |
| Type of course | | | | Obligatory  Elective | | |
| Semester | | | | Autumn Spring | | |
| Year of study | | | | 1 | | |
| Number of ECTS allocated | | | | 4 | | |
| Name of lecturer/lecturers | | | | Milentijević Z. Ivan, Vojinović M. Oliver | | |
| Teaching mode | | | | Lectures Group tutorials  Individual tutorials  Laboratory work  Project work  Seminar  Distance learning  Blended learning  Other | | |
| **PURPOSE AND OVERVIEW (max. 5 sentences)** | | | | | | |
| *To enable students to acquire knowledge about the role of computer resources and services in companies, and about the providing of high-quality and reliable IT services. After the course, students will be able to organize IT resources within the specific organization, as well as to plan providing of IT services.* | | | | | | |
| **SYLLABUS (brief outline and summary of topics, max. 10 sentences)** | | | | | | |
| **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 managment, planning and management in the multiservice environment. 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.** | | | | | | |
| **LANGUAGE OF INSTRUCTION** | | | | | | |
| Serbian (complete course)  English (complete course)  Other \_\_\_\_\_\_\_\_\_\_\_\_\_ (complete course)  Serbian with English mentoring Serbian with other mentoring \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **ASSESSMENT METHODS AND CRITERIA** | | | | | | |
| **Pre exam duties** | **Points** | | **Final exam** | | | **points** |
| **Activity during lectures** | **10** | | **Written examination** | | |  |
| **Practical teaching** | **50** | | **Oral examination** | | | **40** |
| **Teaching colloquia** |  | | **OVERALL SUM** | | | **100** |
| **\*Final examination mark is formed in accordance with the Institutional documents** | | | | | | |