SUBJECT TEACHING GUIDE

G1499 - Telecommunications Services Management

Degree in Telecommunication Technologies Engineering

Academic year 2016-2017

1. IDENTIFYING DATA					
Degree	Degree in Telecommunication Technologies Engineering			Type and Year	Optional. Year 4
Faculty	School of Industrial Engineering and Telecommunications				
Discipline	Speciality Optional Subjects				
Course unit title and code	G1499 - Telecommunications Services Management				
Number of ECTS credits allocated	6	Term	Semester based (2)		
Web					
Language of instruction	Spanish	English Friendly	No	Mode of delivery	Face-to-face

Department	DPTO. INGENIERIA DE COMUNICACIONES
Name of lecturer	JOSE ANGEL IRASTORZA TEJA
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Office	Edificio Ingeniería de Telecomunicación Profesor José Luis García García. Planta: - 2. DESPACHO (S206)
Other lecturers	ALBERTO ELOY GARCIA GUTIERREZ

3.1 LEARNING OUTCOMES

- Detailed knowledge of the characterization and management of services in a telecommunications network, this way as the technologies or standards that regulate the different architectures of service management.

4. OBJECTIVES

To introduce the student the concept of service in a telecommunications network and its characterization, deepening in the concept of management of the service in all the cycle life: design, implementation and maintenance.

6. COURSE ORGANIZATION

CONTENTS	
1	Part 1: Service Definition Model
2	Part 2: Service Management: Models and Standards
3	Part 3: Quality of Service and SLAs
4	Part 4: Service Level Management
5	Assignment in group

7. ASSESSMENT METHODS AND CRITERIA

Description	Type	Final Eval.	Reassessn	%
Three individual (per lesson) evaluation per term (continuous evaluation)	Written exam	No	Yes	50,00
Assignment in group evaluation	Work	Yes	No	50,00
TOTAL				100,00

Observations

Whether the student hasn't done any individual exam, or some exam has been qualified with a mark lower than 4.0, the final mark will be obtained on the ordinary final exam, as continuous evaluation is not compulsory.

Observations for part-time students

Whether the student hasn't done any individual exam, or some exam has been qualified with a mark lower than 4.0, the final mark will be obtained on the ordinary final exam, as continuous evaluation is not compulsory.

8. BIBLIOGRAPHY AND TEACHING MATERIALS

BASIC

Practical IT Service Management, Autor: Thejendra, BS, 2008. ISBN:1905356390
Effective IT Service Management, Autor : Rob Addy, ISBN 978-3-540-73197-9 Springer Berlin Heidelberg New York

ITSMF INTERNACIONAL. Fundamentos de la gestión de servicios de TI : basada en ITIL V3 , Autor: Jan van Bon... [et al.], tercera edición, ISBN: 978-90-8753-060-0 31