

SUBJECT TEACHING GUIDE

G1499 - Telecommunications Services Management

Degree in Telecommunication Technologies Engineering

Academic year 2020-2021

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				
E-mail	angel.irastorza@unican.es				
Office	Edificio Ing. de Telecomunicación Prof. José Luis García García. Planta: - 2. DESPACHO (S206)				
Other lecturers	LUIS FRANCISCO DIEZ FERNANDEZ				

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 service management architectures .

4. OBJECTIVES

To introduce the student the concept of service in a telecommunications network and its characterization , deepening 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				
<p>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.</p> <p>ADENDA COVID-19: The remote evaluation of assignments, laboratory practical exercises and written tests is foreseen in the event that a new health alert by COVID-19 makes it impossible to carry out a presential evaluation</p>				
Observations for part-time students				
<p>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.</p> <p>ADENDA COVID-19: The remote evaluation of assignments, laboratory practical exercises and written tests is foreseen in the event that a new health alert by COVID-19 makes it impossible to carry out a presential evaluation</p>				

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