

*Presentation pattern: October - June*

#### *Module description*

This module will explore principles, concepts and techniques of IT service management, the capturing and understanding of requirements, and the management of projects that deliver IT services and realise requirements.

The module will place the general principles of IT management in the specific context of the modelling of data solutions and the implementation and administration of a database.

Students will develop knowledge and understanding in different ways, including taking part in practical team-working as a medium through which the why, the what and the how of managing IT are explored. Tutors will support students through online tutorials.

#### *Person specification*

The person specification for this module should be read in conjunction with the [generic person specification](#) for an associate lecturer at The Open University.

As well as meeting all the requirements set out in the generic person specification, you should have:

- a degree or equivalent experience in Information Technology or a related subject
- knowledge of academic theories and professional practice in either or both of project management and service management
- experience in either or both of project management and service management
- an awareness of the ITIL Service Management framework or a project management framework such as PRINCE2 or the Project Management Body of Knowledge.

It would be an advantage to have:

- knowledge of academic theories and professional practice in one or more of: requirements elicitation and analysis, conceptual modelling, database implementation and administration
- experience of team working in either an IT service management environment or an IT project environment
- experience of working within teams at a distance, using synchronous and asynchronous tools for communication
- experience of supporting student teams at a distance
- experience of managing challenging situations at a distance
- experience of personal reflective practice and motivating others to be reflective practitioners.

*Module related details - a full explanation can be found on the website*

Credits awarded to the student for the successful completion of a module:	30
Number of assignments submitted by the student:	3
Method of submission for assignments:	2
Level of ICT requirements:	2
Number of students likely to be in a standard group:	20
Salary band:	3
Estimated number of hours per teaching week:	3.5