Georg-August-Universität Göttingen **Module M.WIWI-WIN.0008: Change & Run IT**	6 C 4 WLH

Learning outcome, core skills: The students: • know the fundamentals and key concepts of IT Service Management and IT Project Management, • describe and explain the contents of the ITIL® framework and its core elements in detail: Service Value System, Service Value Chain, General Management Practices, Service Management Practices and Technical Management Practices, • demonstrate profound knowledge in IT Innovation Management, agile concepts, and design thinking, • understand and elaborate the success factors for IT Service Management and IT Project Management, • and should be able to apply standard frameworks in the context of IT Service Management and IT Project Management.	**Workload:** Attendance time: 56 h Self-study time: 124 h

Course: M.WIWI-WIN.0008.Lec **Change and Run IT (Lecture)** *Contents*: • Basic elements of IT Service Management • ITIL Service Value System • ITIL Service Value Chain • IT Innovation Management • Business Model Concept & Innovation • Design Thinking • IT Project Management • ITIL Management Practices	2 WLH
Course: M.WIWI-WIN.0008.Tut **Change and Run IT (Tutorial)** *Contents*: • Application of knowledge and best practices of IT Service Management, IT Project Management, and IT Innovation Management, • case studies covering the implementation of ITIL® recommended methods, • deep dive into selected General Management Practices, Service Management Practices, and Technical Management Practices, • live demos of selected information systems that enable ITIL® compliant workflows.	2 WLH
Examination: Written examination (90 minutes) M.WIWI-WIN.0008.Mp: Change & Run IT **Examination prerequisites:** The attendance of guest lectures which may be part of the module are obligatory and are considered an integral part of the examinable contents of the class.	6 C
Examination requirements: In the module examination, the students demonstrate that they are able to reproduce fundamental knowledge and basic concepts of IT Service Management, IT Project Management, and IT Innovation Management. Besides, they can apply acquired	

knowledge within the lecture and tutorials in a solution-oriented manner. In particular, this includes transferring knowledge from the ITIL framework to different fields of application and the utilization of IT service management methods. In addition, the students are able to critically assess the proposed procedures and adapt these to specific problem areas.

Admission requirements:	Recommended previous knowledge:
none	none
Language:	**Person responsible for module:**
English	Prof. Dr. Lutz M. Kolbe
Course frequency:	**Duration:**
every semester	1 semester[s]
Number of repeat examinations permitted:	**Recommended semester:**
twice	1 - 2
Maximum number of students:	
not limited	

Additional notes and regulations:
The module is offered in each semester. In the summer term, lecture and tutorial take place regularly, whereas in the winter term only the tutorial is offered, and the lecture must be prepared through self-study which is based on the recorded lecture of the respective previous summer semester.