

**DOCUMENT N: COURSE AND PROGRAM DEVELOPMENT COVER SHEET**

See Course and Program Development Policy and Procedures for Instructions

<b>SCHOOL:</b> LAW <input type="checkbox"/> MSB <input checked="" type="checkbox"/> YGCLA <input type="checkbox"/> Contact Name: <b>Danielle Fowler</b> Phone: <b>x6625</b>
<b>DEPARTMENT / DIVISION:</b> <i>Information Systems &amp; Decision Science</i>
<b>SHORT DESCRIPTION OF PROPOSAL</b> (State Document N action item from Box 3 below and program name OR course name, code, & number as applicable):
<b>8: New Course INSS 470 IT Service Delivery BS MIS</b>
<b>PROPOSED SEMESTER OF IMPLEMENTATION:</b> Fall <input checked="" type="checkbox"/> Spring <input type="checkbox"/> Year: <b>2010</b>

<b>Box 1: TYPE OF ACTION</b> ADD(NEW) <input checked="" type="checkbox"/> DEACTIVATE <input type="checkbox"/> MODIFY <input type="checkbox"/> OTHER <input type="checkbox"/>
<b>Box 2: LEVEL OF ACTION</b> Non-Credit <input type="checkbox"/> Undergraduate <input checked="" type="checkbox"/> Graduate <input type="checkbox"/> OTHER <input type="checkbox"/>

<b>Box 3: ACTION ITEM</b> (check appropriate boxes)		DOCUMENTS REQUIRED (see box 4 below)	IMPACT REVIEWS (see box 5 on back)	APPROVAL SEQUENCE (see box 6 on back)
	1. Experimental Course <sup>1</sup>	N, O, P	a, c, e	AC
	2. Course Title	N, O		ACD
	3. Course Credits	N, O, (P)		ACD
	4. Course Number	N, O		ACD
	5. Course Level	N, O		ACD
	6. Pre & Co-Requisite	N, O		ACD
	7. Course Description	N, O, P		ABCDEF
<b>X</b>	8. New Course	N, O, P		ABCDEF
	9. Deactivate a Course	N, O		ACDEF
	10. Program Requirements	N, O	(b, c, d, e)	ACDEF
	11a. UG Specialization (24 credits or less)	N, O	a, b, c, d, e	ACDEF
	11b. Masters Specialization (12 credits or less)	N, O	a, b, c, d, e	ACDEF
	11c. Doctoral Specialization (18 credits or less)	N, O	a, b, e	ACDEF
	12. Minor (add or delete)	N, O	a, b, c, d, e	ACDEF
	13. Closed Site Program	N, O	e	ACDEIL
	14. Program Suspension	N, O, S	a, e	ACDEFGIJL
	15. Program Reactivation	N, O		
	16a. Certificate Program (ug/g) exclusively within existing degree program	N, O	a, c, e	ACDEFJIM
	16b. Certificate Program (ug/g) where degree programs do not exist or where courses are selected across degree programs (12 or more credits)	N, O, Q, R, S	a, c, e	ACDEFIKM
	17. Off-Campus Delivery of Existing Program	N, O, S	a, b, c, e	ACDEJM
	18a. UG Concentration (exceeds 24 credit hrs)	N, O, S	a, c, d, e	ACDEFGIKM
	18b. Masters Concentration (exceeds 12 credit hrs)	N, O, S	a, c, d, e	ACDEFGIKM
	18c. Doctoral Concentration (exceeds 18 credit hrs)	N, O, S	a, c, d, e	ACDEFGIKM
	19. Program Title Change	N, O, S	a, c, d, e	ACDEFGIKM
	20. Program Termination <sup>2</sup>	N, O, S	d, e	ACDEFGIKM
	21. New Degree Program <sup>3</sup> ,	N, O, Q, R, S	a, c, d, e	ACDEFGIKM
	22. Other	Varies	Varies	Varies

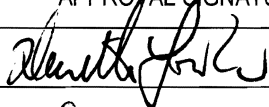
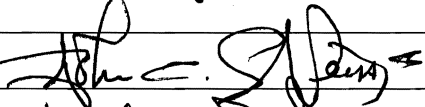

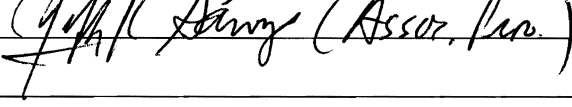
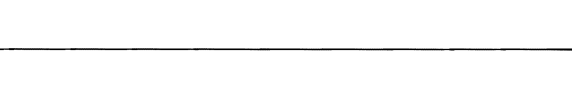
<b>Box 4: DOCUMENTATION (check boxes of documents included)</b>			
<b>X</b>	N. This Cover Sheet	Q. Full 5-page MHEC Proposal	T. Other
<b>X</b>	O. Summary Proposal	R. Financial Tables (MHEC)	
<b>X</b>	P. Course Definition Document	S. Other documents as may be required by MHEC/ USM. See <a href="http://www.ubalt.edu/downloads/program_approval_Grid_8-3-09.docx">http://www.ubalt.edu/downloads/program_approval_Grid_8-3-09.docx</a>	

<sup>1</sup> Approval of experimental course automatically lapses after two offerings unless permanently approved as a new course.  
<sup>2</sup> See USM Policy on the Review and Abolition of Academic Programs (<http://www.usmd.edu/regents/bylaws/SectionIII/III702.html>) for list of information that must be provided for this action.  
<sup>3</sup> Letter of Intent is required by USM at least 30 days before a full proposal can be submitted. Letter of Intent requires only the approval of the dean and the provost and is forwarded to USM by the Office of the Provost.

**DOCUMENT N: COURSE AND PROGRAM DEVELOPMENT COVER SHEET (Page 2 of 2)**

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<b>DEPARTMENT / DIVISION:</b> <i>Information Systems &amp; Decision Science</i>			
<b>SHORT DESCRIPTION OF PROPOSAL</b> (State Document N action item from Box 3 and program name OR course name, code, & number as applicable):			
<b>8: New Course INSS 470 IT Service Delivery</b>		<b>BS MIS</b>	
<b>PROPOSED SEMESTER OF IMPLEMENTATION:</b> Fall <input checked="" type="checkbox"/> Spring <input type="checkbox"/> Year: <b>2010</b>			

<b>Box 5: IMPACT REVIEW</b>	SIGNATURES (see procedures for authorized signers)	DATE
a. Library <input type="checkbox"/> No impact <input type="checkbox"/> Impact statement attached	Director or designee:	
b. OTS <input type="checkbox"/> No impact <input type="checkbox"/> Impact statement attached	CIO or designee:	
c. University Relations <input type="checkbox"/> No impact <input type="checkbox"/> Impact statement attached	Director or designee:	
d. Admissions <input type="checkbox"/> No impact <input type="checkbox"/> Impact statement attached	Director or designee:	
e. Records <input type="checkbox"/> No impact <input type="checkbox"/> Impact statement attached	Registrar or designee:	

<b>Box 6: APPROVAL SEQUENCE</b>	APPROVAL SIGNATURES	DATE
A. Department / Division	Chair: 	10/19/2010
B. General Education (as required for #7, #8)		
C. Final faculty review body within each School	Chair: 	
D. College Dean	Dean: 	10/19/2010
E. Provost and Senior Vice President for Academic Affairs	Provost: 	11/11/2010
F. Curriculum Review Committee (UFS subcommittee)	Chair: 	
G. University Faculty Senate (UFS option)	Chair:	
H. University Council <sup>4</sup>	Chair:	
I. President	President:	
J. Board of Regents – notification only		
K. Board of Regents – approval		
L. MHEC – notification only		
M. MHEC – approval		
N. Middle States Association notification	Required only if the mission of the University is changed by the action	

<sup>4</sup> University Council *review* (for a recommendation to the President or back to the Provost) shall be limited to curricular or academic policy issues that may potentially affect the University's mission and strategic planning, or have a significant impact on the generation or allocation of its financial resources.

## UNIVERSITY OF BALTIMORE

**DOCUMENT O: SUMMARY PROPOSAL**

See Course and Program Development Policy and Procedures for Instructions

<b>SCHOOL:</b> LAW <input type="checkbox"/> MSB <input checked="" type="checkbox"/> YGCLA <input type="checkbox"/>	Contact Name: <b>Danielle Fowler</b>	Phone: <b>x6625</b>
<b>DEPARTMENT / DIVISION:</b> <i>Information Systems &amp; Decision Science</i>		
<b>SHORT DESCRIPTION OF PROPOSAL</b> (State Document N, Box 3, action item and program name OR course name, code, & number as applicable):		
<b>8: New Course INSS 470 Project Management BS MIS</b>		
<b>PROPOSED SEMESTER OF IMPLEMENTATION:</b> <b>Fall, 2010</b>		

O-1: Briefly describe what is being requested:

- Addition of *required* course for BS in Management Information Systems:  
*INSS 470 IT Service Delivery (3) (Prereq: INSS 370 or permission of instructor)*
- Addition of *approved* INSS elective to the BSBA Computer Information Systems specialization:  
*INSS 470 IT Service Delivery (3) (Prereq: INSS 370 or permission of instructor)*

For new courses or changes in existing courses (needed by Registrar)

<b>OLD Title:</b>	<b>Course # / HEGIS Code:</b>	<b>Credits:</b>
<b>NEW Title: Project Management</b>	<b>Course # / HEGIS Code: INSS 370</b>	<b>Credits: 3</b>

O-2: Set forth the rationale for the proposal:

The MIS faculty in conjunction with the MIS advisory board have conducted a complete curriculum review of the B.S. in MIS program. This course is one of three required courses identified as needed in the revised program.

Feedback from faculty, staff, alumni and the business community have indicated service delivery is a growing area in IT. Demand for certification by ITIL is growing in the marketplace, and this course will position students to take the entry level ITIL exam.

University of Baltimore

**DOCUMENT P: Required Format for Course Definition Document**

See Course and Program Development Policy and Procedures for Instructions

Include items one through 17 or 18 in your course definition using as much space as needed.

1. Date Prepared: January 2010
2. Prepared by: Danni Fowler
3. Department/Division: Information Systems & Decision Science
4. Course Number(s), including HEGIS code(s): INSS 470
5. Course Title: IT Service Delivery
6. Credit Hours: 3
7. Catalog Description: As businesses become more dependent on technology, it is crucial that a company's IT systems are designed and delivered to consistently support its business processes. One increasingly popular way to achieve this, particularly as applications hosted and managed "in the cloud" become more pervasive, is to take a service management approach. This course presents the fundamentals of IT service management, including service management strategies, the service lifecycle, metrics and performance indicators, and the impact a service mgt approach has on issues such as data management, virtualization, and security. The course material will prepare students for the ITILV3 Foundation certification exam.
8. Prerequisites: INSS 370, or permission of instructor
9. Course Purpose: Required BS Management Information Systems; elective other programs
10. General Education area: NA
11. Course Type / Component: Lecture
12. Faculty qualified to teach the course: Aggarwal, Bento, Fowler, Mirani
13. Content Outline:

This course will cover the following:

Content Outline:

1. History and Purpose of ITIL
2. Service Management & Service Lifecycle
3. Service Strategy
4. Service Design
5. Service Transition
6. Service Operation

7. Continual Service Improvement
8. Service Management Technology
9. Putting it All together

14. Learning Objectives

Upon completing this course, students will be able to:

- Explain the ITIL service delivery model
- Explain service level agreements and key performance metrics
- Explain the integration of business objectives, requirements and contracts within the ITIL model
- Use key concepts in ITIL such as:
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement

15. Assessment Strategies: Lab assignments, including use of software; cases; exams.

16. Suggested Text(s) and Materials:

Passing your ITIL Foundation Exam – TSO.

Orand, Brady (2009) Foundations of IT Service Management: The Unofficial ITIL v3 Foundations Course in a Book.

IT Service Management - An Introduction based on ISO 20000 and ITIL V3 (English version) (ITSM Library), Van Haren Publishing.

17. Suggested class size: 30

18. Lab Fees (when applicable): NA

Effective Date: September 11, 2006, Revised 2/4/09

Reviewed by: University Faculty Senate