窗体顶端



**Information Technology Service Applications**



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本科生    本科生    本科生    硕士生    硕士生

Undergraduate    Undergraduate    Undergraduate    Master    Master



English



Sufficient English language ability to follow lectures and discussions



Lectures and discussions



(1)Continuous assessment, homework：50% (2) Final Examination：50%



2 credits



Dr. Zong Ling is a Senior Software Engineer / Scientist in IBM Software Group / Almaden Research Center, located in the San Francisco Bay Area (Silicon Valley) of North California.  Over past 15 years, Dr. Ling has been working on evaluating the performance of IBM Tivoli Storage Products and distributed clouding storage systems. As part of his routine work, Dr. Ling engaged customer services globally through troubleshooting performance issues, providing training classes, publishing whitepapers and reports.  Also, Dr. Ling presented IBM storage product performance tuning topics at IBM Global e-Business University, IBM Software University, Tivoli Pulse, and Tivoli Academy.



The course is designed to introduce IT service systems in a variety of enterprise and service industry settings. The IT history, components, and infrastructures will be reviewed. The economics of service systems in the context of the firm, industry, US and world economy will be discussed. The fundamental IT service management skills, strategies, and methodologies along with IBM service experience will be demonstrated.  The reading materials and class room lectures will be integrated with IT service system concepts, operational strategies, practical experience, and organizational issues.
Students will learn about the implementation of IT service systems from the system architectures, application challenges, and service principles, through the case study such as Cloud Computing, Big Data, Internet of Things, Smarter Planet and Smarter Cities, Cognitive Business/Computing/Era, towards the better preparation for IT service system design and operation in real world.

The marketplace is moving away from the traditional division of labor between technical and business specialists. Along with the profit chains in IT industry, jobs that require only technical skills are being outsourced from USA where was the originality of IT technology.  The MBA graduates with general management training have become a commodity and the BSs with IT knowledge have been the minimal job requirement in current enterprise.

As the foundation of the training sessions in IT service programs, this course will leverage the students into a much stronger position in further job market because they will be trained to do more than pure technique, more complex, and higher-valued work. The students will be prepared to provide solutions to the problems in a wide range of service activities, including information technology, customer service, technical support, and project/service management.
The students completed this course will be trained simultaneously from business process analysis, career development and organizational behavior to develop IT service solutions. These should be highly rewarding careers, in terms of both compensation and job satisfaction.



The course describes in a readily understandable way on how IT Services should be implemented, including:

Unit1 (4 periods) IT Service Management Overview - scanning the research work in the fields of service science, management, and engineering

Unit2 (4 periods) IT Infrastructure, Software As A Service - reviewing the concepts and histories of computer platforms and operating systems, network, data storage, and applications; envisioning the trend of software development.

Unit3 (4 periods) IT service strategy, methods, and case study – demonstrating the practical and successful approaches for IT services

Unit4 (4 periods) IT Infrastructure Library (ITIL), IT Service Case Study

Unit5 (4 periods) IT Service Cases 1: Big Data, Cloud Computing

Unit6 (4 periods) IT Service Cases 2: Internet of Things, Smarter Planet and Smarter Cities

Unit7 (4 periods) IT Service Cases 3: Cognitive Computing, IBM Watson

Unit8 (4 periods) IT Service team building – introducing the mechanisms for building up an effective IT service team

Unit9 (4 periods) Soft Skills in IT Service Application – discussing the methods for communicating inside and outside of the IT project/service teams, and the skills for effective negotiation and presentation for the IT services

Unit10 (4 periods) An introduction to IBM – exhibiting the structure and culture of IBM from the perspectives of IT Service Applications

Examination (2 periods) Answering 50 Questions (Close-book)
Daily Homework: 4 questions per unit



English PPT, about 2 GB



none

窗体底端