INFORMATION TECHNOLOGY SERVICE MANAGEMENT - MINOR

The Information Technology Service Management (ITSM) minor is designed to provide students with a solid understanding of the ITSM framework and its critical role in creating value for organization. In addition to fundamental IT technical competencies, the ITSM minor focuses on teaching concepts, management techniques, and values that align IT activities with organizational goals. Some topics covered in the ITSM minor include engaging IT stakeholders through the service value network, creating value streams and value-generating processes through IT-enabled products and services, planning and delivering continual improvement with necessary agility for the digital transformation, and integrating development and operational practices to optimize digital value generation. The ITSM minor allows students from a wide variety of backgrounds to expand their expertise to IT service management and enhance their capabilities to contribute to overall organizational success.

Program Requirements

Code	Title	Semester Credit Hours
ITSV 101	Introduction to Information Technology Service Management	1
ITSV 272	Foundations of Information Technology Management	3
ITSV 274	Foundations of Networking	3
ITSV 303	Unix System Administration Practices	4
ITSV 385	Information Technology Management and Service Delivery	3
ITSV 465	DevOps and High Velocity Service Delivery	4
Total Semester Credit Hours		**18**

Minimum required GPA to declare minor is a 2.5.

Must make a grade of C or better in each course used towards minor.

Must achieve an overall GPA of 2.5 in approved minor coursework.