Overview

Business of IT – Applications examines Information Technology Infrastructure Library (ITIL) terminology, structure, policies, and concepts. Focusing on the management of Information Technology (IT) infrastructure, development, and operations, students will explore the core principles of ITIL practices for service management to prepare them for careers as IT professionals, business managers, and business process owners. This course has no prerequisites.

Competencies

- **Service Management as a Practice**
  The graduate analyzes service management processes and the process model in order to effectively deliver IT services to customers.

- **The ITIL Service Lifecycle**
  The graduate analyzes how the ITIL Service Lifecycle’s integrated approach provides value to organizations in order to work effectively on IT teams.

- **Generic Concepts and Definitions**
  The graduate articulates service management concepts with ITIL vocabulary in order to effectively communicate about IT service management in the workplace.

- **Key Principles and Models**
  The graduate deconstructs service management, service design, and continual service improvement in order to optimize service value for customers and organizations.

- **Processes**
  The graduate describes the various processes central to IT service management in order to contextualize each process within an organization’s overarching service management approach.

- **Functions**
The graduate describes the service desk function, the technical management function, the application management function, and the IT operations management function in order to contextualize each function within an organization's overarching service management approach.

The graduate analyzes how different roles and responsible, accountable, consulted, and informed characterizations work together in order to understand the opportunities and constraints the graduate is likely to experience when working on teams in a service management workplace.

The graduate argues for service automation in order to expedite service management processes.

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**Getting Started**

Welcome to Business of IT – Applications! Your competence in this course is assessed through one objective assessment, the ITIL Foundation certification exam. You will complete your learning in the uCertify platform. This includes readings, videos, interactive activities, flashcards, and practice tests. Use uCertify's Study Planner to pace your progress through the learning materials within 8 weeks, then schedule a week of review before you attempt the certification exam.

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**Assessments**

- **Objective Assessment: Axelos - ITIL Foundation Certification**
  - Status: Not Attempted
  - # of Items:
  - Time Alotted: minutes
  - Code: FSV1

A score of Competent or Exemplary is required to pass all assessments. Passing a preassessment does not guarantee you will pass the high stakes assessment.

On objective assessments, you will be charged a retake fee for the third attempt and every attempt thereafter. For more information click here.
Course Instructor Group

Course Instructor: cmitbusiness@wgu.edu