

Course Title	IT Audit and Controls				
Course Code	MIS573				
Course Type	Major Elective				
Level	BSc/1st Cycle				
Year / Semester	3 rd /6 th				
Teacher's Name	Joseph Antoine Al Asmar				
ECTS	7.5	Lectures / week	3 hours	Laboratories / week	
Course Purpose and Objectives	<p>The objective of this course is to provide a systematic approach for applying IT Audit and Control based on a set of principles, methodologies and techniques that aim to control, audit, support and deliver credible and effective IT Services. More specifically, the focus of this course will on operational and tactical processes that are entailed in the service support and delivery. The fundamentals of IT Audit and Control will be presented. Detailed implementation plans will be formed for each of the six operational processes (Configuration Management, Incident Management, Problem Management, Change Management and Release Management) and for each of the five tactical processes (Financial Management for IT Services, Capacity Management, Availability Management, IT Service Continuity, Service Level Management). In relation to processes, procedures and authority levels within organizations will be defined. Integration between the processes is also examined. At a strategic level, issues pertaining to organizations' commitment, identification of management information and quality assurance topics will be also examined. Case studies, good practice project and commonly used metrics will be used extensively.</p>				
Learning Outcomes	<p>Upon completing the course students will be able to:</p> <ul style="list-style-type: none">• Analyze and evaluate an IT organization processes with ITIL/ISO20000 as a reference.• Define how processes are planned and implemented• Identify and explain the inter-relationships between various Service Management processes.• Re-engineer IT related managerial processes within organization.• Develop an organization structure that supports the ITIL processes.• Raise awareness and gain supporting commitment for ITIL in an organization.• Apply ITIL in a given organizational setting.				
Prerequisites	-	Required	-		
Course Content	<ul style="list-style-type: none">• Fundamentals of IT Audit and Controls• Service Support: Detailed review of the 6 operational processes (Configuration Management, Incident Management, Problem Management, Change Management and Release Management).				

	<ul style="list-style-type: none"> • Service Delivery: Detailed review of the 5 tactical processes (Financial Management for IT Services. Capacity Management, Availability Management, IT Service Continuity, Service Level Management.) • Defining an implementation plan. Defining processes, procedures and authority levels within organizations. Integration between the processes • Review of the benefits of the processes for an organization. Gaining commitment within organizations. • Defining management information. • Defining quality assurance
Teaching Methodology	Lectures 42 hours
Bibliography	Office of Government Commerce Planning to Implement Service Management Book TSO Publisher 2005 ISBN 0113308779
Assessment	Case Studies, Project, Final Exam
Language	English