

# Information Systems (ITIS)

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## Information Systems (ITIS) Courses

### ITIS 5401 [0.25 credit]

#### Fundamentals of IT Service Management

ITIL and ISO 20000 topics including service support and service delivery fundamentals. Service support includes service/help desk, configuration, incident, problem, release, and change management. Service delivery includes security, service level, capacity, continuity, availability and IT financial management.

Prerequisite(s): Prerequisite: ITIS 5401.

### ITIS 5403 [0.25 credit]

#### ICT for Development

Conceptual frameworks to understand the prospects and challenges and roles of information and of information and communications technologies (ICTs) in social and economic development; knowledge and skills to help in the effective planning, development, implementation and management of ICT for development initiatives; case studies.

### ITIS 5411 [0.25 credit]

#### IT Service Support

Management of IT processes crucial to business operations. IT service management (ITSM) best practices including service desk management, incident management, problem management, change management, release management, and configuration management.

Prerequisite(s): ITIS 5401.

### ITIS 5412 [0.25 credit]

#### IT Service Delivery

Service level management, services reporting, service continuity and availability management, budgeting and accounting for IT services, capacity management and information security management. Service level agreements (SLAs) and information technology security techniques or subjects.

Prerequisite(s): ITIS 5401.

### ITIS 5413 [0.25 credit]

#### Enterprise Architecture and Governance

Exploration and analysis of enterprise architecture frameworks used to guide organizations in aligning business and IT strategies and goals while enhancing organizational efficiency in the adoption and use of IT. Models of IT Governance.

Prerequisite(s): ITIS 5401.

### ITIS 5414 [0.25 credit]

#### Emerging Information Technologies and Business Innovation

Examines the emerging information technology trends and how new technologies can be incorporated to drive process innovation and improve operational performance. Prerequisite(s): ITIS 5401, or ITIS 5403 for students in the International Development Management Concentration.

### ITIS 5421 [0.25 credit]

#### Strategic Management of Technology Concentration Integration

Components and aspects of technology strategy formulation and its successful implementation in an organization. Technology strategy from a general management perspective, designing and developing technology strategy for sustaining competitiveness. Project-based course.

Prerequisite(s): ITIS 5401, ITIS 5411, ITIS 5412, ITIS 5413.

**Summer session:** some of the courses listed in this Calendar are offered during the summer. Hours and scheduling for summer session courses will differ significantly from those reported in the fall/winter Calendar. To determine the scheduling and hours for summer session classes, consult the class schedule at [central.carleton.ca](http://central.carleton.ca)

Not all courses listed are offered in a given year. For an up-to-date statement of course offerings for the current session and to determine the term of offering, consult the class schedule at [central.carleton.ca](http://central.carleton.ca)