



UNIVERSITY OF NICOSIA ΠΑΝΕΠΙΣΤΗΜΙΟ ΛΕΥΚΩΣΙΑΣ

University of Nicosia

Course Code MIS-491	Course Title IT Audit and Control	Credits /ECTS 6
Department Management & MIS	Semester Fall/Spring	Prerequisites MIS-456
Type of Course	Field	Language of Instruction English
Level of Course 1st cycle	Year of Study 4	Lecturer Dr. Dmitri Apraksin
Mode of Delivery Integrated (Face-to-face & technology enhanced learning)	Work Placement N/A	Office Computer Center

Objectives of the Course:

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 be 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 6 operational processes (Configuration Management, Incident Management, Problem Management, Change Management and Release Management) and for each of the 5 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.

Learning Outcomes:

Upon completing the course students will be able to:

- 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.

Course Contents:

- 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.
- 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

Learning Activities and Teaching Methods:

- Faculty Lectures and Guest-Lectures Seminars
- Directed and Background Reading
- Case Study Analysis and Discussion
- In-class Exercises
- Student-led Presentations
- Collaborative learning through group projects

Assessment Methods:

Case Studies, Project, Final Exam

Required Textbooks/Reading:

Author	Title	Publisher	Year	ISBN
Office of Government Commerce	Planning to Implement Service Management Book	TSO Publisher	2005	ISBN 0113308779

Recommended Textbooks/Reading:

Author	Title	Publisher	Year	ISBN
Selected case studies and articles				