### Course Title
BSc (Hons) Information Technology Service Management

### Awarding Bodies
University of Suffolk

### Level of Award
FHEQ Level 6

### Professional, Statutory and Regulatory Bodies Recognition
None

### Credit Structure
360 Credits  
Level 4: 120 Credits  
Level 5: 120 Credits  
Level 6: 120 Credits

### Mode of Attendance
Full-time and Part-time

### Standard Length of Course
3 years full-time

### Intended Award
BSc (Hons) Information Technology Service Management

### Named Exit Awards
None

### Entry Requirements
Typical offer: 112 UCAS Tariff points (or above) equivalent to BBC (A-Level), DMM (BTEC)

### Delivering Institution(s)
University of Suffolk at West Suffolk College

UCAS Code: I100

This definitive record sets out the essential features and characteristics of the BSc (Hons) Information Technology Service Management course. The information provided is accurate for students entering level 4 in the 2018-19 academic year.

### Course Summary
The demand for graduates in the IT industry is high, with excellent career opportunities in areas such as Computer Networking, IT Services, Database Administration, and Project Management. The BSc (Hons) Information Technology Service Management degree has a specific emphasis on the provision of effective and reliable IT services, equipping students with the technical and professional knowledge and skills required to implement solutions - using the same technology that underpins the worlds’ most successful organisations.

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1. For an explanation of the levels of higher education study, see the QAA Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies (2014).
2. All academic credit awarded as a result of study at the University adheres to the Higher education credit framework for England.
3. Where the course is delivered both full-time and part-time, the standard length of course is provided for the full-time mode of attendance only. The length of the part-time course is variable and dependent upon the intensity of study. Further information about mode of study and maximum registration periods can be found in the Framework and Regulations for Undergraduate Awards.
4. Details of standard entry requirements can be found in the Admissions Policy.
5. The University reserves the right to make changes to course content, structure, teaching and assessment as outlined in the Admissions Policy.
Course Aims
Your course is designed to meet the requirements of the computing industry and to fit within the wider strategy of the University of Suffolk. These course aims encapsulate those expectations, principles and vision.

- To promote the understanding of computation and computer technology, and its design and exploitation as a means to support individuals, organisations and the wider community in their goals and aspirations.

- To encourage experimentation and problem-solving with the goal of developing high-quality solutions to problems, blending computing with aspects of other disciplines to support technical and creative innovation and entrepreneurship.

- To maintain professional and academic standards within study in order to positively impact the employability of our computing graduates and foster the desire for continuing study or research.

- To use teaching, learning and assessment as tools to inspire students in the field of computing and to have a positive impact on achievement and success.

- To provide an intellectually challenging experience and environment in which to study computing, while remaining inclusive and valuing the contribution of all members of our computing community.

- To develop interactions between students, staff and industry partners and to promote computing for the benefit of individuals, organisations, the community, and the economy.

Course Learning Outcomes
The following statements define what students graduating from the BSc (Hons) Information Technology Service Management course will have been judged to have demonstrated in order to achieve the award. These statements, known as learning outcomes, have been formally approved as aligned with the generic qualification descriptor for level 6 awards as set out by the UK Quality Assurance Agency (QAA).

On successful completion students will be able to:

Knowledge and Understanding

1. Demonstrate a systematic understanding of key aspects of computation and computer technology, including acquisition of coherent and detailed knowledge, at least some of which is at, or informed by, the forefront of defined aspects of the discipline

2. Demonstrate a systematic understanding of key aspects of IT service management, including acquisition of coherent and detailed knowledge, at least some of which is at, or informed by, the forefront of defined aspects of the discipline

3. Demonstrate an appreciation of the uncertainty, ambiguity and limits of knowledge

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6 As set out in the QAA Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies (2014)
Cognitive Skills

4. Deploy accurately established techniques of analysis and enquiry within the discipline of IT service management

5. Demonstrate conceptual understanding that enables the student to devise and sustain arguments, and/or to solve problems, using ideas and techniques, some of which are at the forefront of IT service management

6. Demonstrate conceptual understanding that enables the student to describe and comment upon particular aspects of current research, or equivalent advanced scholarship, in the discipline

7. Manage their own learning, and to make use of scholarly reviews and primary sources (for example, refereed research articles and/or original materials relevant to IT service management)

8. Critically evaluate arguments, assumptions, abstract concepts and data (that may be incomplete), to make judgements, and to frame appropriate questions to achieve a solution - or identify a range of solutions - to a problem within the field of IT service management

9. Critically analyse security, privacy and ethics in relation to IT solutions and devise strategies and policies to minimise risk and counter threats to organisational IT systems

10. Critically evaluate technical tools and techniques in the design and construction of a complex IT service management system

11. Develop ideas, strategy and plans in response to an identified opportunity, which may lead to creative and/or technical innovation, demonstrating professionalism and good practice, and evaluating critically the wider economic, social, moral and ethical implications of suggested entrepreneurial activities

12. Critically evaluate frameworks and theoretical models of IT strategy in order to aid the alignment of IT strategy with business strategy in light of the challenges infrastructure and organisational change

Transferable Skills

13. Apply the methods and techniques that they have learned to review, consolidate, extend and apply their knowledge and understanding, and to initiate and carry out projects

14. Communicate information, ideas, problems and solutions to both specialist and non-specialist audiences

15. The qualities and transferable skills necessary for employment requiring the exercise of initiative and personal responsibility, and decision-making in complex and unpredictable contexts

16. Demonstrate the learning ability needed to undertake appropriate further training of a professional or equivalent nature
Course Design

The design of this course has been guided by the following QAA Benchmark and Professional Standards:

- Computing (2016)
- In addition, the course takes into account the advice and requirements of BCS, The Chartered Institute for IT and Creative Skillset, as appropriate to each route.

Course Structure

The BSc (Hons) Information Technology Service Management comprises modules at levels 4, 5 and 6. Module Specifications for each of these modules are included within the course handbook, available to students on-line at the beginning of each academic year.

<table>
<thead>
<tr>
<th>Level</th>
<th>Module</th>
<th>Credits</th>
<th>Module Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Computing Fundamentals</td>
<td>20</td>
<td>M</td>
</tr>
<tr>
<td></td>
<td>Database Principles and Practice</td>
<td>20</td>
<td>R</td>
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<tr>
<td></td>
<td>Network Infrastructure</td>
<td>20</td>
<td>R</td>
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<tr>
<td></td>
<td>Experience Design</td>
<td>20</td>
<td>R</td>
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<tr>
<td></td>
<td>Operating System Support</td>
<td>20</td>
<td>R</td>
</tr>
<tr>
<td></td>
<td>Principles of IT Service Management</td>
<td>20</td>
<td>M</td>
</tr>
<tr>
<td>5</td>
<td>Routed Networks</td>
<td>20</td>
<td>R</td>
</tr>
<tr>
<td></td>
<td>Server Administration</td>
<td>20</td>
<td>R</td>
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<tr>
<td></td>
<td>Industry, Professional and Project</td>
<td>20</td>
<td>M</td>
</tr>
<tr>
<td></td>
<td>Server Installation and Configuration</td>
<td>20</td>
<td>R</td>
</tr>
<tr>
<td></td>
<td>Skills in Research and Problem Solving</td>
<td>20</td>
<td>M</td>
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<tr>
<td></td>
<td>Management Information Systems</td>
<td>20</td>
<td>R</td>
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<tr>
<td>6</td>
<td>Computer Security</td>
<td>20</td>
<td>R</td>
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<tr>
<td></td>
<td>Digital Innovation and Entrepreneurship</td>
<td>20</td>
<td>M</td>
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<tr>
<td></td>
<td>Information Technology Strategy</td>
<td>20</td>
<td>R</td>
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<tr>
<td></td>
<td>IT Resource Management Systems</td>
<td>20</td>
<td>R</td>
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<tr>
<td></td>
<td>Final Project</td>
<td>40</td>
<td>M</td>
</tr>
</tbody>
</table>

Awards

On successful completion of the course, students will be awarded BSc (Hons) Information Technology Service Management.
University of Suffolk

DEFINITIVE COURSE RECORD

Course Delivery
The course is delivered at the University of Suffolk at West Suffolk College. Students studying full-time on BSc (Hons) Information Technology Service Management are likely to have approximately 216 contact hours at each level. The contact hours will be a mix of lectures and workshops. Students will normally be expected to undertake approximately 160 hours of independent study per 20 credit module, but should be prepared for this to vary based on assignment deadlines and class exercises.

Course Assessment
A variety of assessments will be used on the course to enable students to experience and adapt to different assessment styles. Assessment on the course overall will be mostly coursework (including essays, reports, presentations, group work, reflective learning journals and research projects), with a four written examinations at level four, two at level five and one at level six.

Course Team
All staff are qualified in their subjects with their own specialist knowledge to contribute.

Course Costs
Students undertaking BSc (Hons) Information Technology Service Management will be charged tuition fees as detailed below:

<table>
<thead>
<tr>
<th>Student Group</th>
<th>Tuition Fees</th>
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</thead>
<tbody>
<tr>
<td>Full-time UK/EU</td>
<td>£9,250 per year</td>
</tr>
<tr>
<td>Part-time UK/EU</td>
<td>£1,454 per 20 credit module</td>
</tr>
<tr>
<td>Full-time International</td>
<td>£13,000 per year</td>
</tr>
<tr>
<td>Part-time International</td>
<td>£2,165 per 20 credit module</td>
</tr>
</tbody>
</table>

Payment of tuition fees is due at the time of enrolment and is managed in accordance with the Tuition Fee Policy.

Academic Framework and Regulations
This course is delivered according to the Framework and Regulations for Undergraduate Awards and other academic policies and procedures of the University and published on the website.