MIS 6372 IT Services Management (3 semester credit hours) The purpose of this course is to examine and explain how organizations engage and manage their IT services throughout the IT services lifecycle. The course covers topics related to service strategy, service design, service transition, service operation and continuous improvement. It also includes managing outsourced IT services and the organizational, technological and economical aspects associated with the outsourcing of IT services and functions. The course uses ITIL framework to illustrate various concepts. The course also explores how IT services are marketed by IT service providers. Organizational issues relating to changes in structure and culture are also explored. Perspectives relating to industry sectors such as telecom, healthcare and cloud service providers are included in the course. (3-0) Y