MIS 6372 Managing IT-as-a-Service

MIS 6372 Managing IT-as-a-Service (3 semester credit hours) This course discusses the use of web services, virtualization, orchestration, and containerization that enable the use of software-defined IT infrastructure to design, operate, and manage IT as-a-service using best practices drawn from Lean, DevOps, and ITIL. Using the service lifecycle approach laid out by ITIL, the course helps students understand how companies can utilize IT as-a-service to deliver business services to their customers more efficiently and effectively. The course also examines how DevOps, Lean, and ITIL can influence the culture and processes for IT operations, software development and IT service delivery, and accelerate digital transformation of organizations. (3-0) Y