

Academic Year of Degree: 2025/26

23982 - IT Services and Network Management

Teaching Guide Information

Academic Course: 2025/26

Academic Center: 337 - Engineering School

Study: 3379 - Bachelor's degree in Telecommunications Network Engineering

Subject: 23982 - IT Services and Network Management

Credits: 5.0

Course: 4

Teaching languages:

Theory: Group 1: English

Practice: Group 101: English

Seminar: Group 101: English

Teachers: Santiago Julio Sanchez Devesa, Angel Lozano Solsona

Teaching Period: Second term

Presentation

GXSTIC introduces the student in the management of telecommunications networks (operation and maintenance), while introducing the concepts of IT services management based on best practices (mainly ITIL).

The subject includes the basic theoretical concepts of incident management process, service request management, monitoring (event management) and service level management with a high practical component, to understand the benefits of good service management or the implementation of real market tools to monitor and/or manage events on telecommunications networks and IT services.

Associated skills | General learning outcomes

Competences to work on the subject as indicated in the curriculum of the degree. The definition of each competence is in the attached annex.

Transversal competences	Specific competences
<i>Instrumentals</i> INS3, INS4, INS6 <i>Interpersonal</i>	T1, T2, T13, T14, T15, Te1, Te2, Te4, Au1

INT1, <i>Systemic</i> SIS1	
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Learning outcomes | Specific learning outcomes

To gain a good knowledge of the methodologies and best practices in Network Telecommunications and IT Services management.

Contents

The course has three main blocks:

1. Theory contents:
 - Introduction to the management of networks and services.
 - Introduction to best practices and ITIL.
 - Configuration Management and Service Desk.
 - Incident, Problem and Event Management.
 - Service Request Management. Certifications and future of the Network and Services Management.
 - Tools for the management of networks and services.
2. Practices: 3 practices
3. Seminars: 8 sessions of mentoring for the project and final presentation

Evaluation and grading system

50% Lab results (3 reports)

40% Seminar work

10% Service desk exercise

To pass the course, it is necessary to obtain a final grade of at least 5,0 considering all of the parts weighted by the corresponding coefficients.