

“A MAJOR IN IT MANAGEMENT IN THE NETHERLANDS AT HANZE UNIVERSITY GRONINGEN”

SCHOOL OF COMPUTER SCIENCE

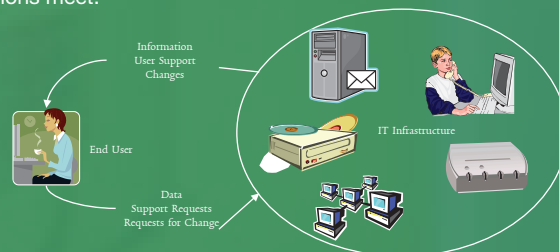


Hanze University Groningen
APPLIED SCIENCES

Search the internet for “Customer Satisfaction with IT” and you will find a sheer endless list of articles on dissatisfied customers, projects failed, over-priced IT and the like.

The market shows that managing IT is a great challenge. Many companies have a love-hate relationship with their internal IT departments and external IT suppliers, all having the best of intentions by focusing on delivering quality products and adding value for their customers. It would seem, though, it is fairly hard for their intentions to be realized.

Users and IT-people seem to live in different worlds. They do not speak the same language. Whereas users complain about Information Technology, IT-people maintain that users show a tendency to dig their heels in. In this challenging ever developing field IT Management operates. The main topics are how to deliver the right services at the right price and quality in a continuously changing customer world. This is where technology and organizations meet.



The IT Management Major takes you into this interesting world. You will learn about:

- o leading market standards such as ITIL (version 2.0 and 3.0) for organizing IT and Prince2 for managing IT projects.
- o change and operational release management and structured testing.
- o managing IT organizations.
- o (out)sourcing and service level management.

You will be provided with insight, know-how and experience to work as a professional in IT Management. Leading Standards and theory supply a frame of reference. The associated learning tasks will help you put theory into practice and achieve the competencies required.

As a result you will be able to design and execute a Change and Release in a medium-sized company and to give advice on changes in IT services, while focusing on connecting IT functionality to business requirements.

IT MANAGEMENT

Description	Type of Assessment	# of EC
Change and Release Management		
Change and Release Management	Demonstration and Group Report	4
Structured Testing	Demonstration and Group Report	3
	Individual Test	
Process and Organization Modelling		
ITIL v2	Individual Test	2
	Apollo 13 Game	
ITIL v3	Individual Test	2
CMM-i	Demonstration and Group Report	1
IT Management	Demonstration and Group Report	3
	Individual Test	
IT Supporting the Business		
Service Level Management	Individual Test	2
Sourcing	Demonstration and Group Report	4
	Individual Test	
Personal Development and Tutoring		
Prince 2	Individual Test - Certification	3
Consultation Skills		1
Ethics		1
Team Building and Coaching		2
Dutch Culture and Language		2

CONTACT

For general questions about applying for the study programme, tuition fees, visas and accommodation go to www.hanze.nl or contact directly:

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