



# PECB UNIVERSITY

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In today's dynamic world a degree with no specialization can hardly yield well-rounded qualifications and serve as a substantial baggage for climbing the career ladder. Taking control over your own future and leading others toward triumphant fronts requires qualifications of significant value that place you in a superior position amongst others. PECB University, through its higher education opportunities, is committed to preparing you to face the increasing challenges of a given occupation while getting a handle on best field specific and business related practices. In a world of vast uncertainties and complexities, we prepare you how to apply analytical skills in solving real-world problems. We aim to develop you into a competent field expert and a smart business decision maker.

We guide you through expertise by serving competency-based and career-focused education. The core of our interest is to make our programs available to people of all demographics and dismantle the barriers of time and distance by taking advantage of technology.

We offer to help you gain a primed mindset that allows you to confront challenges, adapt to changes, and apply the newfound skills to incite a positive impact in your organization.



## KEY FEATURES OF OUR PROGRAMS



- + Career-focused and competency-based programs that promote job-related skills and boost career advancement prospects;
- + Dynamic and convenient virtual environment that fosters abundant learning opportunities through computer-mediated instruction;
- + Unlimited accessibility to education and the opportunity to fit education into your existing lifestyle;
- + Convenient online learning options that fit with your specific learning styles;
- + Classes with individuals from diverse backgrounds, profiles, and locations that prompt increased international encounters and collaborations;
- + Faculty who are specialists in their respective fields and who act as mentors in broadening your perspectives and introducing you to hands-on expertise;

Our MBA Degree Programs provide a combination of business management fundamentals with field specific expertise that prepare you to seek managerial roles, switch careers, or advance in your field of work. The skills acquired from our MBA programs are easily transferable to different roles.

## MBA in Information Technology Service Management

### PROGRAM SNAPSHOT

**Credits:** 48

**Duration:** between 12 and 36 months

**Work experience:** A minimum of 2 years of relevant working experience. Although you are not required to have previous experience in business administration, you are expected to have a background on the field in which you are pursuing the MBA program.

**Delivery mode:** Online, synchronous and asynchronous classes

**Language:** English

**Audience:** Designed for candidates seeking managerial or executive positions in IT Service Management

### PROGRAM DESCRIPTION

The MBA program in Information Technology Service Management introduces you to concepts and strategies of information systems, service support and delivery, as well as continuity planning. You learn to develop and communicate IT solutions, manage and improve systems operations, and provide customer support.

You also become familiar with the ITSM implementation framework and its relevant models, and become prepared to evaluate the state of an existing IT infrastructure. You are further taught on various improvement methodologies and frameworks to make IT activities better aligned with the business strategy and customer demands.

You gain the required skillset to lead major projects and implement continuous improvements in an organization. Being a recent area of studies and having a shortage of experts in the field, this particular program is highly prosperous for graduates and yields numerous benefits as well as career opportunities.

### PROGRAM LEARNING OUTCOMES

- Apply IT management principles and integrate them into practical work in an organization.
- Apply basic information technology service concepts to a current state of services within an organization using a layered information technology security model.
- Convey essential IT and computer science concepts in an organization, and adopt the necessary computer applications to improve productivity.
- Become an expert in the ITSM field, able to identify emerging issues in cloud security or wireless technology, and integrate IT solutions in an organization.
- Evaluate and monitor database systems, local area networks, information systems and information security of an organization.

The MBA degree in IT Service Management may land you empowering jobs including but not limited to the positions below:

- + Manager of IT Service Processes
- + IT Service Manager
- + IT Service Management Analyst
- + IT Service Operations Manager
- + IT Service Management Specialist
- + IT Infrastructure Service Manager
- + IT Service Management Consultant
- + IT Service Delivery Manager



There are four pillars in our program structure:

## 1 - BUSINESS ADMINISTRATION

Business Administration courses provide the broad business knowledge necessary for applying field-specific skills in a business setting. These courses are the same for every MBA track.

### Course Requirements (3 credits each):

- |   |                                       |
|---|---------------------------------------|
| 1. International Business Management      | 3. Marketing and Strategic Management |
| 2. Leadership and Organizational Behavior | 4. Project Management                 |

## 2 - SPECIALIZATION

Specialization courses provide the necessary expertise in Information Technology Service Management.

### Course Requirements (3 credits each):

- |                                 |                                       |
|---------------------------------|---------------------------------------|
| 1. IT Service MS Implementation | 3. IT Corporate Governance Management |
| 2. IT Service MS Audit          | 4. Risk Management                    |

## 3 - ELECTIVES

Elective courses provide additional insights in the area of Information Security that help ample up your field expertise.

### Course Requirements (3 credits each):

#### 3 courses from the list below:

- |   |  |
|---|--|
| 1. Incident Management                    | 6. Quality Management Systems Implementation |
| 2. Information Security MS Implementation | 7. Quality Management Systems Audit          |
| 3. Information Security MS Audit          | 8. Outsourcing                               |
| 4. Information Security Risk Management   | 9. Business Supplier Relationship Management |
| 5. Business Continuity MS Implementation  | 10. Financial Management for IT Services     |

## 4 - MBA THESIS

Master thesis project that applies concepts learned during the program.

### Thesis Project (12 credits)



PECB University aims to attract the brightest students who demonstrate academic excellence and motivation to benefit from our educational offerings. The university welcomes applicants of all backgrounds. Admissions selection criteria have been set on the principle of fairness and equal opportunity by assessing applicants solely on personal merits.

#### **ADMISSION REQUIREMENTS**

- Bachelor's degree from an accredited institution;
- Cumulative grade point average (GPA) of 3.0 or above;
- At least two years of relevant professional experience. For candidates with no prior professional experience, a GMAT score above 620 is required;
- English proficiency as demonstrated through TOEFL iBT or IELTS scores. The minimum required score for TOEFL iBT is 75, while for IELTS 6.5

#### **DOCUMENTS REQUIRED**

- Completed online application form
- Diploma and official grade transcripts
- 2 Reference letters
- English proficiency test scores
- Resume/Curriculum Vitae
- Personal statement
- Copy of an identification document (passport or similar)
- Application fee

#### **SELECTION CRITERIA**

- Academic excellence and potential
- Motivation and suitability for the program of interest
- Previous experience
- Personal qualities and competencies
- Commitment and interest



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