

<b>ASSESSMENT METHOD</b>	<b>ASSESSMENT CRITERIA</b> <b>ICA0004 IT Systems Support and Arrangement in Enterprises</b>
<b>Homework</b>	Homework about process optimisation
<b>Non-graded Assessment (oral)</b>	To pass the assessment student must be able to explain for the main processes goals, measures and main activities. He or she must know main terms and methods: service, product, process, function, Kaizen, availability, validation, verification, problem, risk, RTO, RPO, RACI, IT service business importance, ITIL, LEAN, DevOps, SRE, Kanban, etc
<b>ELIGIBILITY FOR ASSESSMENT</b>	Homework result is presented in written form and rated positively by lecturer
<b>FINAL GRADE</b>	Assessment is positive if student knows main definitions and is able to describe main arrangement methods in IT enterprise