



Faculty of Arts and Social Sciences  
Information Systems

## Syllabus

### Course Approval

The syllabus was approved by the Faculty Board of Arts and Social Sciences on 15 September 2014, and is valid from the Spring semester of 2015 at Karlstad University.

**Course Code:** ISGC07

**Service Management and Information Technology: e-Business, 15.0 ECTS Credits**  
(Tjänster och IT: Elektroniska affärer, 15.0 Swedish credit points)

**Degree Level:** Bachelor

**Progressive Specialisation:** G2F (First cycle, has at least 60 credits in first-cycle course/s as entry requirements)

### Language of Instruction

Swedish

### Prerequisites

Business Administration 60 ECTS. cr or Information Systems 60 ECTS cr. or equivalent

### Major Field of Study

IKA (Information Systems)

### Learning Outcomes

The aim of the course is that students acquire an understanding of how organisations can use information technology as a tool to support service, organisation and business development. Special attention is paid to linking models and methods from the fields of service management and systems development. As the service and IT sectors are wide fields of knowledge, the focus is on the developing the students' understanding of the importance of the application area electronic commerce.

Upon completion of the course students should be able to:

- describe, compare and link different central models and theories in the fields of service management and information systems (the use of computer-aided information systems) with a special focus on electronic commerce,
- outline and understand central assumptions/starting points in the fields of service management and information systems with a special focus on electronic commerce,
- describe and explain central concepts and practical problems concerning the links between service management and information systems with a special focus on electronic commerce.

### Content and Form of Instruction

The course treats theoretical and practical problems related to the links between service management and information systems (the use of computer-aided information systems) with a special focus on:

- service management and information systems in a meta perspective
- business development

- quality
- relations development
- communication
- user perspective

Working with projects is central to the entire course. Students learn course theory by applying it to real cases of electronic commerce. The projects focus on user and relations aspects of electronic commerce applications. Students select one project among those proposed by the instructors and based on their established contacts in the region. The project means that the students in groups carry out an academic and recommended empirical study of the use of electronic commerce from a relations perspective.

Electronic commerce includes all the activities taking place in exchanging and conveying information electronically to support and simplify business processes, internal and external to the organisation. Electronic commerce can be done interactively and through transactions usually by means of the Internet. The most important aspect is the possible changes in business models and organisation, rather than the technical components on which electronic commerce is based. Electronic commerce is a way to meet customer demands for service, costs, process time and quality. Electronic commerce concern most areas of an organisation, for instance, marketing, sales, purchasing, logistics, and economy. Above all, it concerns technological changes through which the organisation can find smarter ways of doing business. Since electronic commerce cuts across traditional organisation many are forced to turn from a function- oriented to a process-oriented organisation, which can be rewarding as well as painful.

Instruction is in the form of lectures and discussions and mandatory seminars with invited guest speakers, and in the form of project supervision. There is also systematic training in developing knowledge through discussion of case studies.

#### Reading List

See separate document.

#### Examination

Examination is in the form of individual exams and presentation of a group project. Some seminars are mandatory.

#### Grades

One of the grades Distinction (VG), Pass (G), or Fail (U) is awarded in the examination of the course.

#### Quality Assurance

Follow-up relating to learning conditions and goal-fulfilment takes place both during and upon completion of the course in order to ensure continuous improvement. Course assessment is based on student views and experiences as reported in written course evaluations and/or group discussions. Students will be informed of the result of the evaluation and of the measures to be taken.

#### Course Certificate

A course certificate will be provided upon request.

#### Additional Information

Students who enrolled before 1 July 2007 will complete their studies in accordance with the requirements of the earlier admission. Upon completion students may request degree and course certificates to be issued under the current ordinance if they meet its requirements.

The local regulations for studies at the Bachelor's and Master's levels at Karlstad University stipulate the obligations and rights of students and staff.

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