



Faculty of Arts and Social Science
Information Systems

Syllabus

Service Management and Information Technology: e-Business

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| Course Code: | ISGC07 |
| Course Title: | Service Management and Information Technology: e-Business <i>Tjänster och IT: Elektroniska affärer</i> |
| Credits: | 15 |
| Degree Level: | Undergraduate level |
| Progressive Specialisation: | First cycle, has at least 60 credits in first-cycle course/s as entry requirements (G2F) |

Major Field of Study:
IKA (Information Systems)

Course Approval

The syllabus was approved by the Faculty of Arts and Social Science 2015-03-13, and is valid from the Autumn semester 2015 at Karlstad University.

Prerequisites

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

Learning Outcomes

Upon completion of the course, students should be able to:

- give an account of how organisations can use information technology as a tool to support the development of services, organisations and businesses,
- give an account of concepts that are relevant to service management, information systems and e-Business in combination,
- give an account of models and methods that are relevant to service management, information systems and e-Business in combination,
- give an account of factors/conditions that affect the successful use of e-Business,
- apply the models of analysis and the theories of service management, information systems and e-Business to concrete problems, and
- complete studies that include the collection and analysis of empirical data regarding actual e-Business applications.

Content

The course deals with theoretical as well as practical problems regarding the links between service management and information systems with a focus on the use of computer-based information systems.

The course comprises the following themes:

- Meta perspective on service management and information systems respectively

- Business development
- Quality
- Business relationship development
- User perspective
- e-Business

The course centres on a group project work in which students apply theoretical knowledge and models of analysis to e-Business applications. The project includes an empirical study, focusing on user and relationship aspects.

Instruction is in the form of lectures and seminars. Seminars with invited guest speakers, supervision, and final review of project reports are mandatory.

Reading List

See separate document.

Examination

Assessment is based on a written exam, a written and oral presentation of a group project and active participation in mandatory seminars.

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 evaluation is partly based on student views and experiences obtained in accordance with current regulations and partly on other data and documentation. Students will be informed of the result of the evaluation and of any measures to be taken.

Course Certificate

A course certificate will be provided upon request.

Additional information

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.