



Faculty of Arts and Social Sciences
Information Systems

Syllabus

Service Management and Information Technology: e-Business

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:

FOA (Business Administration)
IKA (Information Systems)

Course Approval

The syllabus was approved by the Faculty of Arts and Social Sciences 2023-03-09, and is valid from the Autumn semester 2023 at Karlstad University.

Prerequisites

Business Administration 60 ECTS credits or Information Systems 60 ECTS credits, or equivalent

Learning Outcomes

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

1. identify and compare how organisations can use information technology as a tool to support the development of services, organisations, and businesses,
2. give an account of central concepts that are relevant to service management, information systems, and e-business in combination,

3. give an account of models and methods that are relevant to service management, information systems, and e-business in combination,
4. give an account of and analyse factors and conditions that affect the successful use of e-business,
5. apply conceptual models and theories of service management, information systems, and e-business to concrete problems,
6. give an account of and analyse created business value outcomes based from the use of digital innovations, generally and from e-business specifically,
7. complete a study that includes the collection and analysis of empirical data regarding applying and using digital innovations, and
8. write a project report in accordance with academic conventions.

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 digital innovations partially dependent on IT-based information systems.

The course covers the following:

- Meta-perspectives on service management and information systems
- Business development
- Business relationship development and e-business
- User perspectives

The central course content throughout the course is a group project. Groups of students apply theoretical knowledge and conceptual models of relevance to e-business applications. The project includes an empirical study, focusing on user and relationship aspects, and is assessed on the basis of a written project report, an oral group presentation in a seminar with peer review, and peer review of the project report of another group.

Instructions are given in the forms of lectures, seminars, and supervision. Seminars with invited guest speakers and supervision sessions on project reports are mandatory.

Reading List

See separate document.

Examination

Learning outcomes 1-6 are assessed based on a written exam.

Learning outcomes 7-8 are assessed based on a written and oral presentation of a group project and performance as a peer reviewer of the project report of another group.

If students have a decision from Karlstad University entitling them to Targeted Study Support due to a documented disability, the examiner has the right to give such students an adapted examination or to examine them in a different manner.

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 and Master levels at Karlstad University stipulate the obligations and rights of students and staff.