

## ISYS90068 Service Science

<b>Credit Points:</b>	12.50
<b>Level:</b>	9 (Graduate/Postgraduate)
<b>Dates &amp; Locations:</b>	2012, Parkville This subject commences in the following study period/s: Semester 1, Parkville - Taught on campus.
<b>Time Commitment:</b>	Contact Hours: 36 hours Total Time Commitment: 120 hours
<b>Prerequisites:</b>	None
<b>Corequisites:</b>	None
<b>Recommended Background Knowledge:</b>	None
<b>Non Allowed Subjects:</b>	None
<b>Core Participation Requirements:</b>	For the purposes of considering requests for Reasonable Adjustments under the Disability Standards for Education (Cwth 2005), and Students Experiencing Academic Disadvantage Policy, academic requirements for this subject are articulated in the Subject Description, Subject Objectives, Generic Skills and Assessment Requirements for this entry. The University is dedicated to provide support to those with special requirements. Further details on the disability support scheme can be found at the Disability Liaison Unit website: <a href="http://www.services.unimelb.edu.au/disability/">http://www.services.unimelb.edu.au/disability/</a>
<b>Coordinator:</b>	Assoc Prof Simon Milton
<b>Contact:</b>	Dr Simon Milton Email: <a href="mailto:simon.milton@unimelb.edu.au">simon.milton@unimelb.edu.au</a> ( <a href="mailto:simon.milton@unimelb.edu.au">mailto:simon.milton@unimelb.edu.au</a> )
<b>Subject Overview:</b>	Services comprise the majority of business activity. This subject gives an overview of service science, which is the study of service industries and integrates ICT, management and service design/engineering, with the goal of improving service systems. Essentially the course takes a systems view of services and draws from several parent disciplines in an interdisciplinary way.
<b>Objectives:</b>	At the completion of the subject, students should be able to: <ul style="list-style-type: none"> <li># describe the field of service science and explain how different disciplines contribute to service science;</li> <li># define and describe service dominant logic;</li> <li># manage a service system;</li> <li># explain and illustrate how service businesses operate and are supported with ICT;</li> <li># integrate service blueprinting and business process modelling.</li> </ul>
<b>Assessment:</b>	LINKS Simulation: an on-line group service operations management simulation where student groups make service management decisions every class in a simulated competitive environment. 25% competitive quantitative score, 25% written notes and critical reflection about rationale behind decisions after each decision period. Class participation 10% Open Book 3-hour final exam 40%
<b>Prescribed Texts:</b>	None. Readings will provided on-line.
<b>Recommended Texts:</b>	None. Readings will provided on-line.
<b>Breadth Options:</b>	This subject is not available as a breadth subject.
<b>Fees Information:</b>	Subject EFTSL, Level, Discipline & Census Date, <a href="http://enrolment.unimelb.edu.au/fees">http://enrolment.unimelb.edu.au/fees</a>

<b>Generic Skills:</b>	Students should have honed generic skills such as clear thinking, improved reading and writing, enhanced ability to work in a team of people, and presentation skills.
<b>Related Course(s):</b>	Master of Information Systems Master of Information Systems Master of Information Systems Master of Science (Information Systems)