

ISYS90068 Service Science

Credit Points:	12.50
Level:	9 (Graduate/Postgraduate)
Dates & Locations:	This subject is not offered in 2013.
Time Commitment:	Contact Hours: 36 hours Total Time Commitment: 120 hours
Prerequisites:	None
Corequisites:	None
Recommended Background Knowledge:	None
Non Allowed Subjects:	None
Core Participation Requirements:	<p><p>For the purposes of considering request for Reasonable Adjustments under the Disability Standards for Education (Cwth 2005), and Student Support and Engagement Policy, academic requirements for this subject are articulated in the Subject Overview, Learning Outcomes, Assessment and Generic Skills sections of this entry.</p> <p>It is University policy to take all reasonable steps to minimise the impact of disability upon academic study, and reasonable adjustments will be made to enhance a student's participation in the University's programs. Students who feel their disability may impact on meeting the requirements of this subject are encouraged to discuss this matter with a Faculty Student Adviser and Student Equity and Disability Support: http://services.unimelb.edu.au/disability</p></p>
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Subject Overview:	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.
Objectives:	At the completion of the subject, students should be able to: <ul style="list-style-type: none"> # Describe the field of service science and explain how different disciplines contribute to service science # Define and describe service dominant logic # Manage a service system # Explain and illustrate how service businesses operate and are supported with ICT # Integrate service blueprinting and business process modelling
Assessment:	LINKS Simulation: an on-line group service operations management simulation where student groups make service management decisions every class in a simulated competitive environment. Assessed via two components: Competitive quantitative score (25%) Written notes and critical reflection about rationale behind decisions after each decision period (25%) In addition: Class participation (10%) One 3-hour open book examination, held in the examination period (40%)
Prescribed Texts:	None. Readings will provided on-line.
Breadth Options:	This subject is not available as a breadth subject.
Fees Information:	Subject EFTSL, Level, Discipline & Census Date, http://enrolment.unimelb.edu.au/fees

Generic Skills:	Students should have honed generic skills such as <ul style="list-style-type: none"># Clear thinking# Improved reading and writing# Enhanced ability to work in a team# Presentation skills
Related Course(s):	Master of Philosophy - Engineering Master of Science (Information Systems) Ph.D.- Engineering