

ISYS90068 Fundamentals of Service Science

| | |
|--|---|
| Credit Points: | 12.50 |
| Level: | 9 (Graduate/Postgraduate) |
| Dates & Locations: | 2010, Parkville This subject commences in the following study period/s: January, Parkville - Taught on campus. |
| 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: | It is University policy to take all reasonable steps to minimise the impact of disability upon academic study and reasonable steps will be made to enhance a student's participation in the University's programs. Students who feel their disability may impact upon their active and safe participation in a subject are encouraged to discuss this with the relevant subject coordinator and the Disability Liaison Unit. |
| Coordinator: | Dr Simon Milton |
| Contact: | Email: simon.milton@unimelb.edu.au |
| Subject Overview: | This subject gives an overview of service science, which is the integration of 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; # Manage a service system; # Integrate service blueprinting and business process modelling; and # Describe a service system using ICT systems modeling techniques. |
| 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.25% competitive quantitative score, 25% written notes and critical reflection about rationale behind decisions after each decision period thus totalling 50%.Class participation 10%Open Book 3-hour final exam held at the end of February 40% |
| Prescribed Texts: | None. Readings will provided on-line. |
| Recommended 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 clear thinking, improved reading and writing, enhanced ability to work in a team of people, and presentation skills. |