

Course Descriptions Master 2024-2025 DRAFT

Course Title	Smart Service Skills							
Course Code	EBS4039							
ECTS Credits	5,0							
Assessment	Whole/Half Grades							
Period	Period	Start	End	Mon	Tue	Wed	Thu	Fri
	S1	2-9-2024	26-1-2025					
Level	Advanced							
Coordinator	Marcel van Birgelen For more information:m.vanbirgelen@maastrichtuniversity.nl							
Language of instruction	English							
Goals	<p>After successful completion of this course, students:</p> <ul style="list-style-type: none">* are familiar with the statistical and programming environment R, and are able to run basic (pre- or self-programmed) routines;* are familiar with several practical service design principles and tools; and* are more aware of the expectations of the labor market and have identified ways to improve their own employability.							
Description	<p>This course, which covers periods 1 and 2, focuses on students' personal competencies. It teaches students analysis and programming skills in R and service design tools that are quintessential for the rest of the MSC BISS program. In addition, it lets students reflect on labor market opportunities and increases their employability.</p>							
Literature								
Prerequisites	<p>This course is in transition.</p> <p>See the Master Education and Examination Regulations for more information.</p> <p>The following rule applies to master Business Intelligence and Smart Services students who started the programme prior to academic year 2023-2024.</p> <p>TRANSITIONAL REGULATION (EBS4039):</p> <p>In 2024-2025 students are allowed to repeat the examination and resit.</p>							
Keywords								
Teaching methods	PBL / Presentation / Lecture / Assignment / Groupwork / Skills							
Assessment methods	Attendance / Participation / Assignment / Presentation							
Evaluation in previous academic year	<p>For the complete evaluation of this course please click http://iwio-sbe.maastrichtuniversity.nl/rapporten.asp?referrer=codeUM</p>							
This course belongs to the following programme / specialisation	Master Business Intelligence and Smart Services				Transitional Regulation			