

Course Descriptions Master 2024-2025 DRAFT

Course Title	Smart Service Skills																
Course Code	EBS4039																
ECTS Credits	5,0																
Assessment	Whole/Half Grades																
Period	<table><thead><tr><th>Period</th><th>Start</th><th>End</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th></tr></thead><tbody><tr><td>S1</td><td>2-9-2024</td><td>26-1-2025</td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>	Period	Start	End	Mon	Tue	Wed	Thu	Fri	S1	2-9-2024	26-1-2025					
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	After successful completion of this course, students: * 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	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.																
Literature																	
Prerequisites	This course is in transition. See the Master Education and Examination Regulations for more information. The following rule applies to master Business Intelligence and Smart Services students who started the programme prior to academic year 2023-2024. TRANSITIONAL REGULATION (EBS4039): In 2024-2025 students are allowed to repeat the examination and resit.																
Keywords																	
Teaching methods	PBL / Presentation / Lecture / Assignment / Groupwork / Skills																
Assessment methods	Attendance / Participation / Assignment / Presentation																
Evaluation in previous academic year	For the complete evaluation of this course please click http://iwio-sbe.maastrichtuniversity.nl/rapporten.asp?referrer=codeUM																
This course belongs to the following programme / specialisation	Master Business Intelligence and Smart Services Transitional Regulation																