

Course Descriptions Master 2019-2020

Course Title Smart Service Skills

Course Code EBS4039

ECTS Credits 5,0

Assessment None

Period	Period	Start	End	Mon	Tue	Wed	Thu	Fri
	S1	2-9-2019	24-1-2020			X		

Level Advanced

Coordinator Bram Foubert For more information: b.foubert@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

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	Compulsory Skill(s)
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