

## Course Descriptions Master 2020-2021

Course Title Smart Service Skills  
Course Code EBS4039  
ECTS Credits 5,0  
Assessment Whole/Half Grades

Period	Start	End	Mon	Tue	Wed	Thu	Fri
S1	31-8-2020	22-1-2021			X		

Level Advanced

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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 PLEASE NOTE THAT THE INFORMATION ABOUT THE TEACHING AND ASSESSMENT METHOD(S) USED IN THIS COURSE IS WITH RESERVATION. THE INFORMATION PROVIDED HERE IS BASED ON THE COURSE SETUP PRIOR TO THE CORONAVIRUS CRISIS. AS A CONSEQUENCE OF THE CRISIS, COURSE COORDINATORS MAY BE FORCED TO CHANGE THE TEACHING AND ASSESSMENT METHODS USED. THE MOST UP-TO-DATE INFORMATION ABOUT THE TEACHING/ASSESSMENT METHOD(S) WILL BE AVAILABLE IN THE COURSE SYLLABUS.<br /><br />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)