Course Descriptions Master 2021-2022

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	30-8-2021	21-1-2022			X		

Level	Advanced
Coordinator	Bram Foubert, Marcel van Birgelen For more information:b.foubert@maastrichtuniversity.nl; 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	
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)