

Subject Description Form

Subject Code	COMP 5138																										
Subject Title	Services Science Management																										
Credit Value	3																										
Level	5																										
Pre-requisite/Exclusion	Nil																										
Objectives	<p>The objectives of this subject are to:</p> <ol style="list-style-type: none"> 1. understand services in general and IT-enabled services in particular; 2. understand the nature, design and management of services; 3. enable the students to apply the learned techniques to their own environment to improve the service systems. 																										
Intended Learning Outcomes	<p>Upon completion of the subject, students will be able to:</p> <ol style="list-style-type: none"> a) develop a thorough understanding of SSME and able to recognize the applications and technologies related to IT-enabled services; b) critically review different processes, models and management requirements of IT-enabled services; and c) compare, select and apply design and management techniques for IT-enabled services. 																										
Subject Synopsis/ Indicative Syllabus	<ul style="list-style-type: none"> • Services Sciences Management and Engineering (SSME): Overview of SSME, Services, IT-enabled services, Service systems, Service enterprises, Productivity and innovation in services. • Modeling and Design of Services: Designing services, Process modeling, Service models. • Managing Services: Service management, Infrastructure management, Relationship management, Service level agreement, Service delivery, Service support, Quality in Service, ITIL. • SSME Challenges: Tools, Service evolution and transformation, Multidisciplinary approach. 																										
Teaching/Learning Methodology	39 hours of class activities including - lecture, tutorial, lab, workshop seminar where applicable.																										
Assessment Methods in Alignment with Intended Learning Outcomes	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Specific Assessment Methods/Tasks</th> <th rowspan="2">% weighting</th> <th colspan="3">Intended subject learning outcomes to be assessed</th> </tr> <tr> <th>a</th> <th>b</th> <th>c</th> </tr> </thead> <tbody> <tr> <td>Assignments, Tests & Projects</td> <td style="text-align: center;">55</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td>Final Examination</td> <td style="text-align: center;">45</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">100</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Specific Assessment Methods/Tasks	% weighting	Intended subject learning outcomes to be assessed			a	b	c	Assignments, Tests & Projects	55	✓	✓	✓	Final Examination	45	✓	✓	✓	Total	100			
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Final Examination	45	✓	✓	✓																							
Total	100																										

Student study effort expected	Class Contact:	
	Class activities (lecture, tutorial, lab)	39 hours
	Other student study effort:	
	Assignments, Quizzes, Projects, Exams	66 hours
	Total student study effort	105 hours
Reading list and references	<p>(1) Bill Hefley and Wendy Murphy (<i>Eds</i>), Service Science, Management and Engineering (SSME): Education for the 21st Century Springer, 2008</p> <p>(2) Andrew McAfee, Will Web Services Really Transform Collaboration? MIT Sloan Management Review, Vol. 46, No. 2, 2005, pp78-84.</p> <p>(3) James and Mona Fitzsimmons, Service Management, Operations, Strategy, Information Technology, McGraw-Hill/Irwin, 7th edition, 2011.</p> <p>(4) http://www-304.ibm.com/jct09002c/university/scholars/skills/ssme/resources.html</p>	