MM3353

Study program / course: Mechanical engineering

Type and level of study: Master academic studies

Course: Service management

Lecturers: Slavković B. Radovan, Grujović A. Nenad, Erić D. Milan

Status of course: Elective for modules M_5 and M_7, III semester

Number of ECTS:6

Precondition: none

The objective of course

This subject dealing with services and service management based on information technologies. Service management goal is to reach better providence of productivity, quality and growing in complex relation of shearing business and risk. The service system improvement is important in complex IT environment with business-to-business environment.

The outcome of course

After taking course, student is familiar with service management technologies in IT environment and capable to project services and to show autonomy in usage tools for service management in IT environment.

Syllabus

Theoretical study: Basics of service management. Services and services systems. Productivity and innovativeness in services. Services economics. Services projecting. Services interdependence. Process modeling. System services simulation. Service management. Service level definition. Service support. Computer infrastructure of service system. Hardware and system software of computer infrastructure. Computer infrastructure application: database, middleware, CRM, IT management. Service-Oriented Architecture. Overview of service systems in praxis. Directions of further development.

Practical classes include: Service system analysis on practical example. Application development based on SOA.

Recommended reading:

1. Grujović N., Slavković R., Milivojević N.: Service management, Tempus JEP-40104-2005, www.elearning.kg.ac.rs, 2008
2. Fitzsimmons& Fitzsimmons: Service management, New York, USA, McGraw-Hill, 2003.
3. Laudon K., Laudon J.: Management Information Systems, Upper Saddle River, USA, Prentice Hall, 2003.
4. Bieberstein N.,Bose S., Fiammante M., Jones K., and Shah R.: Service – Oriented Architecture (SOA) Compass: Business Value, Planning, and Enterprise Roadmap (DeveloperWorks), Indianapolis, USA, Pearson Education, IBM Press, 2005.
5. Davis M., Heinke J.: Managing Services, Using Technologies to Create Value, Boston, USA, McGraw-Hill Irwin, 2003.

The number of hours of active teaching:				Other classes: 1
Theory: 3	Practical classes: 1.4	Other forms of teaching: 0.6	Research study: 0	

Methods of teaching

Classes are divided in lectures and exercises in computer laboratory. Materials for lectures are available at LMS system of University eLearning Center. Tests are provided using system for automatic testing which is part of LMS.

Evaluation of knowledge

Pre-final exam obligations	Points	Final exam	points
Activities during the classes:	**10**	Oral exam	**30**
Practical classes:	**20**		
Project :	**20**		
Seminar(s) :	**20**		