

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) become familiar of SSME and able to recognize the applications and technologies related to IT-enabled services; b) identify and describe the different processes, models and management requirements of IT-enabled services; and c) compare, select and apply the 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	Specific Assessment Methods/Tasks	% weighting	Intended subject learning outcomes to be assessed			
			a	b	c	
	Assignments, Tests & Projects	55	✓	✓	✓	
	Final Examination	45	✓	✓	✓	
	Total	100				
Student study effort	Class Contact:					

expected	Class activities (lecture, tutorial, lab)	39 hours
	Other student study effort:	
	Assignments, Quizzes, Projects, Exams	65 hours
	Total student study effort	104 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>	