

## SUBJECT DESCRIPTION FORM

---

Subject Title:      Services Science Management

---

Subject Code:      COMP5138

---

Credit Value:      3

---

Pre-requisite: (subject title and code no. if any)

Nil

---

Recommended Background Knowledge:

Background in IT, Engineering, Science, or Management

---

Mutual Exclusions:

Nil

---

Learning Approach:

42 hours of class activities including - lecture, tutorial, lab, workshop seminar where applicable.

---

Assessment:

Continuous Assessment	45%
Test and Examination	55%

---

Objectives:

1. To understand services in general and IT-enabled services in particular
  2. To understand the nature, design and management of services
  3. To enable the students to apply the learned techniques to their own environment to improve the service systems.
- 

Learning Outcomes:

After completing the subject, students should be able to:

1. become familiar of SSME and able to recognize the applications and technologies related to IT-enabled services;
2. identify and describe the different processes, models and management requirements of IT-enabled services; and
3. compare, select and apply the design and management techniques for IT-enabled services.

*The Department reserves the right to update the syllabus contents. Please note that the learning approach for the same subject could vary slightly due to different delivery modes.*

### Keyword Syllabus:

#### **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

---

### Reading List & References:

Bill Hefley and Wendy Murphy (Eds), [Service Science, Management and Engineering \(SSME\): Education for the 21st Century](#) Springer, 2008

Andrew McAfee, Will Web Services Really Transform Collaboration? MIT Sloan Management Review, Vol. 46, No. 2, 2005, pp78-84.

James and Mona Fitzsimmons, Service Management, Operations, Strategy, Information Technology, McGraw-Hill/Irwin, 5<sup>th</sup> edition, 2006.

<http://www-304.ibm.com/jct09002c/university/scholars/skills/ssme/resources.html>