230654 - IBSM - Innovation Based Service Management

Coordinating unit: 230 - ETSETB - Barcelona School of Telecommunications Engineering
Teaching unit: 732 - OE - Department of Management
Academic year: 2019
Degree: MASTER'S DEGREE IN ELECTRONIC ENGINEERING (Syllabus 2013). (Teaching unit Compulsory)
MASTER'S DEGREE IN TELECOMMUNICATIONS ENGINEERING (Syllabus 2013). (Teaching unit Compulsory)
MASTER'S DEGREE IN ADVANCED TELECOMMUNICATION TECHNOLOGIES (Syllabus 2019).
(Teaching unit Optional)
MASTER'S DEGREE IN INFORMATION AND COMMUNICATION TECHNOLOGIES (Syllabus 2009).
(Teaching unit Optional)
MASTER'S DEGREE IN ELECTRONIC ENGINEERING (Syllabus 2009). (Teaching unit Optional)
ECTS credits: 5
Teaching languages: English

Teaching staff

Coordinator: CAROLINA CONSOLACIÓN
Others: OLGA PONS
PERE LOSANTOS

Degree competences to which the subject contributes

Specific:
2. Ability to develop, direct, coordinate, and technical and financial management of projects in the field of: telecommunication systems, networks, infrastructures and services, including the supervision and coordination of other's subprojects; common telecommunications infrastructures in buildings or residential areas, including digital home projects; telecommunication infrastructures in transport and environment; with corresponding energy supply facilities and assessment of electromagnetic emissions and electromagnetic compatibility.

1. Ability to integrate Telecommunication Engineering technologies and systems, as a generalist, and in broader and multidisciplinary contexts, such as bioengineering, photovoltaic conversion, nanotechnology and telemedicine.

Transversal:
3. ENTREPRENEURSHIP AND INNOVATION: Being aware of and understanding how companies are organised and the principles that govern their activity, and being able to understand employment regulations and the relationships between planning, industrial and commercial strategies, quality and profit.

4. SUSTAINABILITY AND SOCIAL COMMITMENT: Being aware of and understanding the complexity of the economic and social phenomena typical of a welfare society, and being able to relate social welfare to globalisation and sustainability and to use technique, technology, economics and sustainability in a balanced and compatible manner.

5. TEAMWORK: Being able to work in an interdisciplinary team, whether as a member or as a leader, with the aim of contributing to projects pragmatically and responsibly and making commitments in view of the resources that are available.

6. EFFECTIVE USE OF INFORMATION RESOURCES: Managing the acquisition, structuring, analysis and display of data and information in the chosen area of specialisation and critically assessing the results obtained.

7. FOREIGN LANGUAGE: Achieving a level of spoken and written proficiency in a foreign language, preferably English, that meets the needs of the profession and the labour market.
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Teaching methodology

- Lectures
- Application classes
- Group work (distance)
- Exercises
- Oral presentations
- Other activities
- Short answer test (Control)
- Short answer test (Test)

Learning objectives of the subject

The aim of this course is to help students to understand how an organization operates under the rules of a service economy. First, we consider the basics of this kind of economy regarding strategy and innovation. Later on we will discover the differences between quality processes for physical and virtual products, and finally we will analyze the role of people, teams and creativity when knowledge and professional links become the main assets of the companies.

Learning results of the subject:

- Ability to search for information, identify the strategy, and explain the business model of an ICT related company from the information collected.
- Ability to work on a collaborative way to define an sketch of a an ICT organization suitable for the service economy paradigm.
- Ability to understand and apply the most common quality analysis tools and techniques.
- Ability to design a service using the Methodology of Quality Function Deployment.
- Ability to understand leadership process in the organizations

Study load

<table>
<thead>
<tr>
<th>Total learning time: 125h</th>
<th>Hours large group:</th>
<th>39h</th>
<th>31.20%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hours medium group:</td>
<td>0h</td>
<td>0.00%</td>
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<tr>
<td></td>
<td>Hours small group:</td>
<td>0h</td>
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<td></td>
<td>Guided activities:</td>
<td>0h</td>
<td>0.00%</td>
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<tr>
<td></td>
<td>Self study:</td>
<td>86h</td>
<td>68.80%</td>
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# Content

## 1. Service Economy

<table>
<thead>
<tr>
<th>Degree competences to which the content contributes:</th>
<th>Learning time:</th>
<th>18h</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Self study (distance learning):</td>
<td>12h</td>
</tr>
<tr>
<td></td>
<td>Theory classes:</td>
<td>6h</td>
</tr>
</tbody>
</table>

### 1.1. Introduction

**Degree competences to which the content contributes:**

**Description:**
- Theory. What is a service economy? Is it really a new paradigm?
- Reading and debate. Do services create or destruct jobs?
- Team arrangement and topic assignment

## 1.2. Strategy and innovation management

<table>
<thead>
<tr>
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<td>6h</td>
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**Description:**
- Theory. When long term planning is not anymore a strategic option.
- Case Study. Hyds UPC Spin off.
- Team work on one topic. Hypothesis.

## 2. Service Economy, Technologies and Society

<table>
<thead>
<tr>
<th>Learning time:</th>
<th>18h</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory classes:</td>
<td>6h</td>
</tr>
<tr>
<td>Self study :</td>
<td>12h</td>
</tr>
</tbody>
</table>

**Description:**
- Theory. When technologies impact society. Big data.
- Reading and discussion: IBM Smart Planet strategy
- Team work on one topic. Gathering information.

## 2.1. Innovative Businesses

<table>
<thead>
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<th>Learning time:</th>
<th>18h</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Self study (distance learning):</td>
<td>12h</td>
</tr>
<tr>
<td></td>
<td>Theory classes:</td>
<td>6h</td>
</tr>
</tbody>
</table>

**Description:**
- Reading and discussion: reCAPTCHA: Human-Based Character Recognition
- Team work on one topic. Work on information and knowledge.
### 3. Opening the business models

**Learning time:** 20h  
- Theory classes: 6h  
- Self study: 14h

**Description:**  
- Theory: Collaborative consumption and Open Source.  
- Reading and discussion. Fablab and Arduino. From bit to atoms.  
- Team work on one topic. Conclusions on the research.  
- Experiments presentation  
- Assessment through exam or quiz

### 4. Service Marketing and Service Quality. Measuring the quality of Services

**Learning time:** 18h  
- Theory classes: 6h  
- Self study: 12h

**Description:**  
- What is Service Marketing?  
- Service Quality.  
- The SERVQUAL model.  
- Creating a service quality culture

### 5. The Design of Services

**Learning time:** 18h  
- Practical classes: 12h  
- Theory classes: 6h

**Description:**  
- Design of Services: The QFD Methodology.  
- The House of Quality. Case Study
### 6. Organizational Behaviour and Leadership

**Learning time:** 21h  
- Theory classes: 9h  
- Self study: 12h

**Description:**  
- The Importance of Organizational Behaviour to Managers  
  - 3D model: Organization, Individual behaviour (person) and Group behaviour (work team, leadership)  
  - Group behaviour: Work team.  
  - Group Roles.  
  - Characteristics of effective teams

### 7. The importance of Leadership in the organizations

**Learning time:** 15h  
- Theory classes: 3h  
- Self Study: 12h

**Description:**  
- Group behaviour: Evaluating Leadership  
  - Managerial Roles  
  - Situational Leadership. Theories.
Planning of activities

**EXERCISES**

**Description:**
Exercises to strengthen the theoretical knowledge.

**ORAL PRESENTATION**

**Description:**
Presentation of a work group.

**SHORT ANSWER TEST (CONTROL)**

**Description:**
Mid term control.

**SHORT ANSWER TEST (TEST)**

**Description:**
Partial evaluation test with theoretical questions and short exercises.

Qualification system

Partial examinations and controls  30%
Exercises: 10%
Individual assessments: 10%
Group assessments: 30%
Attendance  20%

Bibliography

**Basic:**

**Complementary:**