NAME OF THE COURSE	INFORMATION TECHNOLOGIES FOR DESTINATION				
Code	EUT207	Year of study	3.		
Course teacher	Garbin Praničević Daniela, Associate Profesor Hell Marko, Associate Profesor	Credits (ECTS)	5.		
Associate teachers		Type of instruction (number of hours)	L	S	E	F
			6		26	
Status of the course	mandatory	Percentage of application of e-learning	40%		

COURSE DESCRIPTION

Course objectives	Understanding the functioning of Information Systems (IS) in tourism. Developing the skills for Information and Communication Technology (ICT) applying in hotel business.
Course enrolment requirements and entry competences required for the course	There are no prerequisites for the enrollment.
Learning outcomes expected at the level of the course (4 to 10 learning outcomes)	Main learning outcomes: Analyze contemporary technological solutions in the context of destination management. Individual (separate) outcomes: 1. Identify destination management segments that ICT can significantly improve. 2. Assess the applicability of various technological solutions for the particular destination stakeholders. 3. Adopt the basic skills information technology in destination management 4. Individually on line search demo version/tutorials of technology solutions, and identify a particular destination management problems that considered solutions are able to solve, entirely or partially. 5. Assess the particular technological solutions relevance for destination management

Course content broken down in detail by weekly class schedule (syllabus)

Lectures		Exercises	
Topic	Hours	Topic	Hours
Concept, definition and types of information systems. System Entropy / Information system as a destination subsystem	2	Introduction in the course practical part / seminar topics distribution Task 1: Destination websites usability analysis. Additional Assignments 1	2
ICT impacts/effects on Destination Demand (eDemand) / ICT impacts/effects on Destination Supply / (eSupply)	2	Task 2: Online tools for tracking online traffic statistics by destination Additional assignment 2	2

	ICT management support in Air Company System (eAirlines)	2	Task 3: Internet distribution systems, analysis and comparison Additional assignment 3	2
	ICT management support for Travel Agencies (eTravel agencies) & Touroperator Systems (eTour operators)	2	Task 4: Destination website design tools, overview analysis. Additional assignment 4	2
	Internet technology support to destination brand upgrading	2	Task 5: Task in GDS Amadeus (1st part) Additional assignment 5	2
	ICT management support fot hotel business systems	2	Task 6: Task in GDS Amadeus (2nd part) Additional assignment 6	2
	Guest lecturer (e-tourism expert)	2	Task 7: Task hotel application (1st part) Additional assignment 7	2
	Colloquium 1			
	ICT as support to destination accommodation facilities	2	Task 8: Task in hotel application (2nd part) Additional assignment 8	2
	Reservation systems relevance for destination management.	2	Task 9: Information systems for the restaurant business, Analysis and comparison. Additional assignment 9	2
	Mobile application role in destination management.	2	Task 10: Task in "Protel" hotel application (1st part). Additional assignment 10	2
	ICT support levels for sustainable destination development	2	Task 11: Task in "Protel" hotel application (2nd part). Additional assignment 11	2
	Supporting role of Internet tools for the ongoing smart destination development policies.	2	Task 12: Analysis and comparison of on-line tool for monitoring and measuring Internet traffic and analyzes of the selected online content. Additional assignment 12	2
	Guest lecturer (e-tourism expert)	2	Task 13 Seminar presentations Additional assignment 13	2
	Colloquium 2			
	x lectures		x independent assignments	

Format of instruction	☐ seminars and workshops X exercises ☐ *on line* in entirety X partial e-learning ☐ field work	☐ multimedia ☐ laboratory X work with mentor ☐ (other)
Student responsibilities	Students are obliged to access (follow) on line classes, and perform the default assignments. The requirement for enter colloquia are submitted exercises assignments. The condition for signing is attendance at 70% of lectures and 70% of exercises (for full-time students). 50% of the conditions prescribed for full-time students apply to part-time students. The requirement to enter the exam is signature and presented seminar.	

Screening student work *(name the proportion of ECTS credits for each activity so that the total number of ECTS credits is equal to the ECTS value of the course)*	Class attendance	1,7	Research		Practical training	
	Experimental work		Report		(Other)	
	Essay	0,5	Seminar	1	(Other)	
	Colloquium	1,8	Oral exam		(Other)	
	Written exam		Project		(Other)	

Grading and evaluating student work in class and at the final exam	Model of point's accumulation is used as method of student progress continuous monitoring. During semester, the students have opportunity to collect a total of 100 points through the following activities: 2 colloquia (2x42 points), 13 additional assignments (13x1 points) and seminar / case study (max 4 points). Colloquium is considered as passed if the student has achieved at least 60% of the maximum points. The same percentage is valid for exams pass. The grades are formed according the grading scale as follows: 60-69 = sufficient (2) 70-79 = good (3) 80-89 = very good (4) 90-100 = excellent (5) Upon the announcement of the assessment results, students have opportunity to insight into the testing results in consultancy hours. Students who are not satisfied with the overall rating may take oral exam. Students who have not completed the right of direct enrollment have to a final written exam and realize max. 70% of total points. The final score is calculated by adding the points achieved on the exam to the additional assignments points. Method of final exam: written and oral.

	Title	Number of copies in the library	Availability via other media
Required literature (available in the library and via other media)	• Gretzel, U., Fuchs, M., Baggio, R., Hoepken, W., Law, R., Neidhardt, J., ... & Xiang, Z. (2020). e-Tourism beyond COVID-19: a call for transformative research. *Information Technology & Tourism*, 22(2), 187-203.https://link.springer.com/article/10.1007/s40558-020-00181-3 Rihova, I., Buhalis, D., Gouthro, M. B., & Moital, M. (2018). Customer-to-customer co-creation practices in		

	tourism: Lessons from Customer-Dominant logic. *Tourism Management, 67*, 362-375. https://www.sciencedirect.com/science/article/pii/S0261517718300347 Praničević, D. G. (2021). Augmented Reality and Virtual Reality-Based Technology in Cultural Tourism. *ENTRENOVA-ENTerprise REsearch InNOVAtion, 7*(1), 314-322. https://hrcak.srce.hr/ojs/index.php/entrenova/article/view/20275 Mandić, A., & Praničević, D. G. (2019). The impact of ICT on actors involved in smart tourism destination supply chain. *e-Review of Tourism Research, 16*(2/3) https://ertr-ojs-tamu.tdl.org/ertr/index.php/ertr/article/view/337 Xiang, Z., Fuchs, M., Gretzel, U., & Höpken, W. (Eds.). (2020). Handbook of e-Tourism. Springer International Publishing.		
	• Buhalis.D (2003): e-Tourism, Prentice Hall	3	
	• Sigala, M. et al. (2011):Social Media in Travel, Tourism and Hospitality, Ashgate	1	
	• Teaching materials uploaded on the Moodle's course page		
Optional literature (at the time of submission of study programme proposal)	• Garbin Praničević, D.; Zovko, A.(2016): Perspective of Croatian tourism supported with ICT potential and ICT trends , Proceedings 23rd Biennial International Congres: Tourism and Hospitality Industry - Trends and Challenges; Sveučilište u Rijeci Fakultet za menadžment u turizmu i ugostiteljstvu Opatija, 39-52. • Garbin Praničević, D.; Alfirević, N.; Indihar Štemberger, M.(2011): „Information system maturity and the hospitality enterprise performance". Economic and business review.13 (4), 227-249. • Pranić, Lj.; Garbin Praničević, D.; Arnerić, J.(2014): „Hotel Website Performance: Evidence From A Transition Country". Tourism and Hospitality Management. 20 (1), 45-60. • Garbin Praničević, D.; Peterlin, J. (2015): „Communication with the stakeholders in sustainable tourism", Tourism in Southern and Eastern Europe, 3, 63-74. • Bekavac, I.; Garbin Praničević,D.(2015): „Web analytics tools and web metrics tools: An overview and comparative analysis". Croatian Operational Research Review. 6(2), 373-386. • Šerić, M., Gil Saura, I.; Garbin Praničević, D.(2016): „ICT for external use in Croatian four-and five-star hotels". Tourism and hospitality management. 22 (1), 69-85. • https://hospitalitytech.com/ • https://www.phocuswright.com/ • http://www.amadeus.com/		

	• https://www.tnooz.com/ • http://www.traveltechnologyeurope.com/
Quality assurance methods that ensure the acquisition of exit competences	• Monitoring attendance and performance of student's obligations (Teacher) Teaching Supervision (Vice Dean) • Study outcome analyses applied to all study programs (Vice Dean for Teaching) • Student Survey referring the Teachers and Teaching Quality applied on each Study Subject (UNIST, Center for Quality Improvement) • The examination conducted by the teacher are examined all course learning outcomes. Periodic checking of the exam content is conducted and accordingly assessed the appropriateness of learning outcomes method (Vice Dean for teaching).
Other (as the proposer wishes to add)	