<table>
<tr><td colspan="2">NAME OF THE COURSE</td><td colspan="5">INFORMATION TECHNOLOGIES FOR DESTINATION</td></tr>
<tr><td>Code</td><td>EUT207</td><td>Year of study</td><td colspan="4">3.</td></tr>
<tr><td>Course teacher</td><td>Garbin Praničević Daniela, Full Profesor
Associate Professor Marko Hell</td><td>Credits (ECTS)</td><td colspan="4">5.</td></tr>
<tr><td rowspan="2">Associate teachers</td><td rowspan="2"></td><td rowspan="2">Type of instruction (number of hours)</td><td>L</td><td>S</td><td>E</td><td>F</td></tr>
<tr><td>6</td><td></td><td>26</td><td></td></tr>
<tr><td>Status of the course</td><td>mandatory</td><td>Percentage of application of e-learning</td><td colspan="4">40%</td></tr>
<tr><td colspan="6">COURSE DESCRIPTION</td></tr>
<tr><td>Course objectives</td><td colspan="5">Understanding the functioning of Information Systems (IS) in tourism.
Developing the skills for Information and Communication Technology (ICT) applying in hotel business.</td></tr>
<tr><td>Course enrolment requirements and entry competences required for the course</td><td colspan="5">There are no prerequisites for the enrollment.</td></tr>
<tr><td>Learning outcomes expected at the level of the course (4 to 10 learning outcomes)</td><td colspan="5">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</td></tr>
<tr><td>Course content broken down in detail by weekly class schedule (syllabus)</td><td colspan="5"><table>
<tr><td colspan="2">Lectures</td><td colspan="2">Exercises</td></tr>
<tr><td>Topic</td><td>Hours</td><td>Topic</td><td>Hours</td></tr>
<tr><td>Concept, definition and types of information systems. System Entropy / Information system as a destination subsystem</td><td>2</td><td>Introduction in the course practical part / seminar topics distribution

Task 1:
Destination websites usability analysis.

Additional Assignments 1</td><td>2</td></tr>
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	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
	ICT Application in the business of tourist boards and offices	2	Task 5: GDS Insight and analyzes Additional assignment 5	2
	Internet technology in the function of destination promotion	2	Task 6: Smart tehnologies – insight and analyzes Additional assignment 6	2
	Guest lecturer (e-tourism expert)	2	Task 7: Task in hotel application Additional assignment 7	2
	Colloquium 1			
	ICT as support to destination accommodation facilities	2	Task 8: Analysis and comparison of information systems for restaurant business Additional assignment 8	2
	Reservation systems relevance for destination management.	2	Task 9: Task in hotel application Additional assignment 9	2
	Internet services and tools in the service of new development policy destinations	2	Task 10: Smart technologies - Case study analysis/critical review Analysis and comparison of online tools for monitoring and measuring Internet traffic, and analysis of selected online content relevant to destinations Additional assignment 10	2
	Internet services and tools in the service of new development policy destinations	2	Task 11: Smart technologies - Case study analysis/critical reviews Additional assignment 11	2
	Technological solutions in the service of destination sustainability	2	Task 12: Smart technologies - Case study analysis/critical reviews Additional assignment 12	2

	Technological solutions in the service of destination sustainability	2	Task 13 Smart technologies - Case study analysis/critical reviews Additional assignment 13	2
	Colloquium 2			

Format of instruction	x lectures ☐ seminars and workshops X exercises ☐ *on line* in entirety X partial e-learning ☐ field work	x independent assignments ☐ 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	1,0	Research		Practical training	
	Experimental work		Report		(Other)	
	Essay	0,5	Seminar	1	(Other)	
	Colloquium	1,8	Oral exam	0,7	(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 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.

Required literature (available in the library and via other media)	**Title**	**Number of copies in the library**	**Availability 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. • Mandić, A., & Garbin Praničević, D. (2019). Progress on the role of ICTs in establishing destination appeal: Implications for smart tourism destination development. *Journal of hospitality and tourism technology*, *10*(4), 791-813.		
	• 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)	