

Study program: Tourism and hospitality			
Course name: Information systems in tourism			
Professor: lecturer Valentina J. Stanković, M.Sc			
Subject status: compulsory course			
ECTS: 4			
Requirements: no requirements			
Aim of the course			
The aim of the course is for students to acquire basic knowledge in informatics and computer science, to familiarize the students with information systems, types of business information systems, organization, control and implementation of management information systems and support systems/expert systems in the process of decision-making.			
Outcome of the course			
After successfully completing the course the students will be able to: use modern operating system, use standard applicative software as a supportive tool in the process of decision-making (especially the software used for cross-tabular calculations) and software for agency and hotel operations (Amadeus and Fidelio). Students will be able to manage database and demonstrate an understanding of computer networks – especially the Internet.			
Content of the course			
<i>Theoretical lectures</i>			
Introduction to information systems; Modern operating systems; Computer hardware: processor and motherboard, primary and secondary memory; Computer hardware: Input-output devices; System software and applicative software; Security and computer protection; Classification and information system components; Information systems projecting; Management information system; Decision-making support systems; Expert systems; Information systems in tourism; Amadeus system support to airliners and travel agencies; Fidelio software package as a support system for hotels; Database organization; Computer networks; History and development of Internet.			
<i>Practical course work</i>			
Windows Explorer; Control Panel; Microsoft Word – commands on Standard pallet and formatting pallet in Microsoft Word – selecting parts of text and editing; Inserting an image into text; Formatting on the level of font and paragraph; Microsoft Word – working with tables; Formatting on the level of a page; Using e-mail; Microsoft Word – using tools AutoShapes and WordArt; Microsoft Excel – introduction to Excel; Formulas, frequently used functions; Function nesting, relative and absolute references; Graphic presentation of data; Tools for database management; Functions for database management; Most often financial functions.			
Literature			
<ul style="list-style-type: none"> • Његуш, А. <i>Информациони системи у туристичком пословању</i>, Сингидунум, Београд, 2010. • Keli R. Rajner, Efraim Turban, <i>Увод у информационе системе</i>, Дата Статус, 2009. • Радовановић, П. <i>Microsoft Exel у пословном одлучивању</i>, ВЕИЛ Лесковац, 2006. • Радовановић, П. <i>Microsoft Word у пословној кореспонденцији</i>, 2007. 			
Total number of active teaching classes		Lectures: 15	Practical course work: 30
Методe извођења наставe			
Lecture classes are to provide the students with a theoretical base, while practice classes aim to develop students' practical skills necessary for a successful usage of Windows operating system, software for text formatting (Microsoft Word) and software for database management (Microsoft Excel).			
Evaluation (maximum points 100)			
Pre-exam activities	Points	Final exam	Points
active participation in lecture classes	5	Written exam	20
active participation in practical course work	5	Oral exam	25
Colloquium 1	25	
Colloquium 2	20		
Term papers	/		