



## SYLLABUS Academic year 2023-2024

### 1. Information regarding the programme

1.1. Higher education institution	Universitatea Babeș-Bolyai
1.2. Faculty	Business
1.3. Department	Hospitality Services
1.4. Field of study	Business Administration in Hospitality Services
1.5. Study cycle	Bachelor
1.6. Study programme / Qualification	Business Administration in Hospitality Services (English)

### 2. Information regarding the course

2.1. Name of the course	INFORMATICĂ PENTRU AFACERI/BUSINESS INFORMATICS						
2.2. Code	ILE0067						
2.3. Course coordinator	Lect. Liliana Guran, PhD						
2.4. Seminar coordinator	Lect. Liliana Guran, PhD						
2.5. Year of study	1	2.6. Semester	1	2.7. Type of evaluation	C	2.8. Type of course	compulsory

### 3. Total estimated time (hours/semester of didactic activities)

3.1. Hours per week	4	Of which: 3.2. lecture	2	3.3 seminar/laboratory	2
3.4. Total hours in the curriculum	56	Of which: 3.5. lecture	28	3.6. seminar/laboratory	28
Time allotment:				hour	s
Learning using manual, course support, bibliography, course notes					14
Additional documentation (in libraries, on electronic platforms, field documentation)					14
Preparation for seminars/labs, homework, papers, portfolios and essays					28
Tutorship					2
Evaluations					2
Other activities:					9
3.7. Total individual study hours		69			
3.8. Total hours per semester		125			
3.9. Number of ECTS credits		5			

### 4. Prerequisites (if necessary)

4.1. curriculum	-
4.2. competencies	-



## 5. Conditions (if necessary)

5.1. for the course	<p>The course takes place online, with individual installed software packages and online resources (Portal UBB Ms Office 365 web, Teams, GM, GD, MS Office 2013, 2016, 2019, etc)</p> <p>Students are not allowed to delay and do not leave the room during the lectures; It is forbidden to use mobile phones in any way; In each course, students participate in interactive activities and complete quizzes on the topics presented</p>
5.2. for the seminar /lab activities	<p>The labs take place online, with individual installed software packages and online resources (Portal UBB Ms Office 365 web, Teams, GM, GD, MS Office 2013, 2016, 2019, etc); Students are not allowed to delay and do not leave the room during the labs; The use of mobile phones is not allowed in any way during the laboratories; All study and practical work materials are available to students on Teams; Each student has the obligation to participate actively and interactively in the solving of the laboratory tasks, and the individual results are saved on Teams;</p>

## 6. Specific competencies acquired

Professional competencies	<ul style="list-style-type: none"><li>○ Implementing business development strategies in the hospitality industry (C5)<ul style="list-style-type: none"><li>• description of the concepts, theories and methodologies for managing databases specific to business administration (C5.1)</li><li>• using databases specific to business management (C5.3)</li></ul></li></ul>
Transversal competencies	<ul style="list-style-type: none"><li>○ Identifying the roles and responsibilities in a multispecialty team and implementing various relational techniques and efficient teamwork (CT2)</li></ul>

## 7. Objectives of the course (outcome of the acquired competencies)

7.1. General objective of the course	Acquiring knowledge about ICT tools and their use in business administration
7.2. Specific objective of the course	<ul style="list-style-type: none"><li>• Acquiring knowledge about computers, architecture, configuration, settings; Skills training for efficient computers operating;</li></ul>



	<ul style="list-style-type: none"> <li>• Acquiring knowledge about operating systems; training skills, Windows 8 /Windows 10 operating, settings; Acquiring knowledge of utility software use;</li> <li>• Acquiring general notions about computer networks, types, settings, configurations; Ability harnessing the tools and information of the Internet protocols, services, security</li> <li>• General and comparative acquisition of knowledge about office software suites free, open source, commercial</li> <li>• Skills training for efficient use of Word, Excel, PowerPoint , Publisher MSO 2013, MS office 2016, 2019, MS office 365 web</li> </ul>
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## 8. Content

8.1. Course		Teaching Method	Remarks
1	ITC, computer systems - general concepts;	Presentation, interactive exposure, practical examples from business environment, quiz test	1 course
2	Operating systems, Windows 8/Windows 10 overview, Windows accessories and software utility	Presentation, interactive exposure, practical examples from business environment, quiz test	1 course
3	Computer Networks, Internet and WWW	Presentation, interactive exposure, practical examples from business environment, quiz test	1 course
4	MSO Word 2013/2016/2019/Office 365 web	Presentation, interactive exposure, practical examples from business environment, quiz test	2 courses
5	MSO Excel 2013/2016/2019/Office 365 web	Presentation, interactive exposure, practical examples from business environment, quiz test	3 courses
6	MSO Excel 2013/2016/2019/Office 365 web – advanced tools	Presentation, interactive exposure, practical examples from business environment, quiz test	1 course
7	MSO Powerpoint 2013/2016/2019/Office 365 web	Presentation, interactive exposure, practical examples from business environment, quiz test	2 courses
8	MSO Publisher 2013/2016/2019/Office 365 web	Presentation, interactive exposure, practical examples from business environment, quiz test	2 courses



9	Comparative office packages, business software packages presentation	Presentation, interactive exposure, practical examples from business environment, quiz test	1 course
Bibliography		<ol style="list-style-type: none"> <li>1. Fox Richard, <i>Information Technology</i>, Chapman &amp; Hall, ISBN: 9780367820213, 0367820218, Print ISBN: 9780367820213, Edition: 2<sup>nd</sup>, 2021</li> <li>2. Comer Douglas E., <i>The Internet Book Everything You Need to Know about Computer Networking and How the Internet Works</i>, 2019, ISBN 9781138330290</li> <li>3. Andrew S. Tanenbaum, Nick Feamster, David J. Wetherall, <i>Computer Networks</i>, Global Edition, 6th edition, ISBN-13: 9781292374062</li> <li>4. Bucki L. A., Walkenbach John, et al., <i>Office 2013 Bible</i>, Wiley, 2013;</li> <li>5. Lowe D., <i>Networking For Dummies</i>, 10th Edition, Wiley, 2013;</li> <li>6. Tutunea M.-F., <i>Instrumente IT pentru administrarea afacerilor</i>, Presa Universitara Clujeana , Cluj-Napoca, 2012;</li> <li>7. Tutunea Mihaela-Filofteia, <i>Instrumente IT pentru administrarea afacerilor. Aplicatii</i>, Presa Universitara Clujeana, 2012;</li> </ol> <p>Any other documentation (printed or digital tutorials, websites, etc.) relevant to studied topics;</p>	

8.2. Seminar/laboratory		Teaching Method	Remarks
1	ITC, computer systems - general concepts;	Practical exercises, discussion, active involvement of students, examples from business environment	1 lab
2	Operating systems, Windows 8/Windows 10 overview, Windows accessories and software utility	Practical exercises, discussion, active involvement of students, examples from business environment	1 lab
3	Computer Networks, Internet and WWW	Practical exercises, discussion, active involvement of students, examples from business environment	1 lab
4	MSO Word 2013/2016/2019/Office 365 web	Practical exercises, discussion, active involvement of students, examples from business environment	2 labs
5	MSO Excel 2013/2016/2019/Office 365 web	Practical exercises, discussion, active involvement of students, examples from business environment	3 labs
6	MSO Excel 2013/2016/2019/Office 365 web – advanced tools	Practical exercises, discussion, active involvement of students, examples from business environment	1 lab



7	MSO Powerpoint 2013/2016/2019/Office 365 web	Practical exercises, discussion, active involvement of students, examples from business environment	2 labs
8	MSO Publisher 2013/2016/2019/Office 365 web	Practical exercises, discussion, active involvement of students, examples from business environment	2 labs
9	Comparative office packages, business software packages presentation	Practical exercises, discussion, active involvement of students, examples from business environment	1 lab
Bibliography		8. Fox Richard, <i>Information Technology</i> , Chapman & Hall, ISBN: 9780367820213, 0367820218, Print ISBN: 9780367820213, Edition: 2 <sup>nd</sup> , 2021 9. Comer Douglas E., <i>The Internet Book Everything You Need to Know about Computer Networking and How the Internet Works</i> , 2019, ISBN 9781138330290 10. Andrew S. Tanenbaum, Nick Feamster, David J. Wetherall, <i>Computer Networks</i> , Global Edition, 6th edition, ISBN-13: 9781292374062 11. Bucki L. A., Walkenbach John, et al., Office 2013 Bible, Wiley, 2013; 12. Lowe D., <i>Networking For Dummies</i> , 10th Edition, Wiley, 2013; 13. Tutunea M.-F., <i>Instrumente IT pentru administrarea afacerilor</i> , Presa Universitara Clujeana , Cluj-Napoca, 2012; 14. Tutunea Mihaela-Filoftea, <i>Instrumente IT pentru administrarea afacerilor. Aplicatii</i> , Presa Universitara Clujeana, 2012; 15. Any other documentation (printed or digital tutorials, websites, etc.) relevant to studied topics;	

**9. Corroborating the content of the course with the expectations of the epistemic community, professional associations and representative employers within the field of the program**

ITC knowledge and skills are absolutely necessary and are required specifically in any company  
 Contents and tools presented in the course are used in all national and international companies  
 All practical applications are directly related to business activity in various fields

**10. Evaluation**

Type of activity	10.1 Evaluation criteria	10.2 Evaluation method	10.3 Share in the grade (%)
10.4 Course	Understanding the concepts presented Logical consistency; Ability to apply learned	Test – minimum 4/semester	10



	concepts in business environment, quiz tests		
10.5 Seminar/lab activities	Ability to apply concepts learned; individual study active and interactive participation	Individual homework uploaded on Teams	5
	95% active and interactive attendance	Labs files uploaded on Teams, during labs	10
	<b>Attendance at labs - only with the group to which the student belongs and according to the schedule.</b>		
	Test I - Theory <b>minimum grade 5</b>	Online test – during semester	15
	MSO Excel - <b>minimum grade 5</b>	Last two weeks - on computers lab	30
	Test II - MSO Word (20%), MSO PowerPoint - <b>minimum grade 5 /module</b>	Last two weeks – on computers lab	30
<b>IMPORTANT REMARKS</b>	<b>Both final tests are mandatory and are held on the date and with the group to which the student belongs.</b>		
10.6 Minimum performance standards			
- basic knowledge of all studied modules and their application in practical examples - practical skills in using the studied software tools			

Date  
**29.09.2023**

Course coordinator  
**Liliana Guran, Phd**

Seminar coordinator  
**Liliana Guran, Phd**

Date of Approval  
**11.10.2023**

Head of Department  
**Marius Bota, Phd**