

<b>Module title</b> Problem Solving and Decision Making for IT				
<b>Module code</b> YPSD	<b>Level</b> Bachelor (B.Sc.)	<b>Hours per week</b> 4	<b>ECTS credits</b> 5	<b>Duration</b> 1 semester
<b>Module instructor</b> Markus Klose	<b>Lecture type</b> Interactive seminar with exercises	<b>Prerequisite(s)</b> Good academic standing	<b>Grading</b> Final report	
<b>Objectives</b> Upon course completions students will be able: <ul style="list-style-type: none"> <li>• To examine a range of problem and decision-making situations in IT at strategic and organisational levels</li> <li>• To examine the role and impact of behavioural and developmental factors on problem solving and decision making</li> <li>• To introduce methods of framing and structuring problems using both formal and informal approaches</li> <li>• To apply and evaluate a range of problem solving strategies</li> <li>• To apply and evaluate a range of analytical decision making tools</li> <li>• To examine the factors surrounding the implementation of a decision</li> </ul>				
<b>Content</b> <ul style="list-style-type: none"> <li>• Decision Making Models and Techniques</li> <li>• Decision Making Styles</li> <li>• Problem Definition</li> <li>• Problem Solving: Tools and Techniques</li> <li>• Implementation and Evaluation of Solutions</li> </ul>				
<b>Textbook/teaching material</b> <ul style="list-style-type: none"> <li>• Skript</li> <li>• Butterfield, J (2010). Problem Solving and Decision Making – Soft Skills for a Digital Workplace. Cengage Printing, US-MA</li> <li>• Brassard, M., &amp; Ritter, D. (2010). The memory jogger 2. Salem, NH: GOAL/QPC</li> <li>• Kahneman, D. (2011). Thinking, fast and slow. New York, NY: Farrar, Straus and Giroux.</li> </ul>				

Note: this is not the official course description according to the “Studien- und Prüfungsordnung” (SPO)