



**MHR106_1:
Service Innovations and International Entrepreneurship
Course Manual for Spring 2020 at NHS (UIS)
Wednesdays 12:15-16:00 in EAL 316 *Schedule on Canvas
*Subject to Change**

Course Overview: Innovation in service organizations is a necessary process in the interacting between exploring and exploiting in a changing business environment. Innovation is the means entrepreneurs exploit change as an opportunity for a different business or a different service, and the innovation processes are managed with administrative tools to ensure goal achievement. Both the integration of innovation into existing business models and these management processes are investigated in theory and practice. Leaders make strategies based on their ideas of business development, internal and external analyses. However, realizations of strategic changes or growth (innovations) have to be tested and evaluated before implementation. This course will focus on how such testing of innovative business models should be done. **Learn more at:** https://www.uis.no/studies/study-courses/?code=MHR106_1&path=en.

Course Materials: Class materials will be available at the Learning Management System that UIS uses called Canvas at <https://stavanger.instructure.com> and www.monaanitaolsen.com/teaching.

Course Schedule/Enrollment/Weighting: This course is held during the semester dates of February 5, 2020 through May 6, 2020. The final exam is on Tuesday, May 19 from 9:00-13:00. 10 ECTS. No prerequisites.



Learning Outcomes: Upon completion of this course, the candidate shall have the following knowledge, skills, and general competence.

Knowledge:

- Business process analysis especially related to organization of value creation.
- Insight into the organizational processes related to exploring and exploiting and consequences related to leadership and business strategies.
- Identify and analyze sources for drivers of innovation projects, internal as well as external.
- Application of management techniques to innovation projects, both from 'arrowhead' processes to innovation programs.
- Identify organizational structures for innovation processes.
- Risk management procedures.

Skills:

- Take advantage of systematic application of value creation mechanisms into existing service business models.
- Ability to construct 'Earned Value' models into innovation projects.
- Ability to establish feedback systems linked to planning models.
- Ability to apply the function and application of iterative processes both as a managerial tool as well as organizational learning.
- Perform application of value creation mechanisms into existing service business models.

General competences:

- Good knowledge of stochastic thinking into managerial processes.
- Good knowledge of information flow processes in service businesses in general and especially in service innovation processes.
- Good knowledge of how to use principles of business organization structures in established operations and integration with innovation operations.

Contents

The dynamic business model. Sources for innovative opportunities. Principles of innovation. Methodology of entrepreneurship. Principles of Project Management. Planning techniques and scope management. Cost, time and risk management. Integrated change control procedures.



**MHR106_1: Service Innovations and International Entrepreneurship
Course Manual Spring 2020 UIS**



Faculty: Mona Anita Olsen, Ph.D.

Contact Information: mona.a.olsen@uis.no (email is the best way to contact me)

Office hours: By appointment. Request an appointment at www.monaanitaolsen.com.

Mona Anita K. Olsen is the creator of Yogibana (weaving Yoga + Ikebana in 12 steps) and founder of Innovation Barn AS in Borhaug, Norway, currently bringing Route 8 Flow to Farsund. Innovation Barn is a member of Farsund CoWorks. She serves as an Associate Professor of Entrepreneurship at the University of Stavanger (UIS) in the Norwegian School of Hotel Management and a Lecturer in Entrepreneurship at the University of Southeastern Norway (USN).

Olsen holds a Bachelor of Science with Distinction (Hotel Management) from Cornell University, a Masters (Management of Information Technology) from the University of Virginia, and a PhD (Education) from George Mason University. Olsen is a certified Sogetsu Ikebana and Yoga (C-HYI) Instructor.

Full bio at www.monaanitaolsen.com.

Inclusivity Statement:

- I understand that our members represent a rich variety of backgrounds and perspectives. I am committed to providing an atmosphere for learning that respects diversity. While working together to build this community we ask all members to:
 - Share their unique experiences, values and beliefs;
 - Be open to the views of others;
 - Honor the uniqueness of their colleagues;
 - Appreciate the opportunity that we must learn from each other in this community;
 - Value each other's opinions and communicate in a respectful manner;
 - Keep confidential discussions that the community has of a personal (or professional) nature; and
 - Use this opportunity together to discuss ways in which we can create an inclusive environment in this course and across the UIS community.



Policies:

- Each student is expected to fully abide by the ethical guidelines for students at UIS. Familiarize yourself and precisely follow the ethical guidelines at <https://student.uis.no/academic-matters/ethical-guidelines/>.
 - **All outside assistance should be acknowledged** and the student's academic position truthfully reported always. If you use outside assistance, cite with APA citation.
- I am available to discuss appropriate academic accommodations that may be required for students with disabilities.

Evaluation Methods:

You can obtain up to 1,000 points which is based on your performance on two types of deliverables with the corresponding weightings: Home Exams (3/10) and Written Exam (7/10). The grading scale for the course can be found here: <https://student.uis.no/examination/grading/grading-system/>.

Grade	Points
A	900-1000
B	800-899
C	700-799
D	600-699
E	500-599
F	Under 500

Home Exams: There are four home exams that are graded A-F. The four home exams are worth 3/10 of your final grade for the course. Assignments will post on Canvas. Submissions are required through Canvas: Home Exam 1 due on Monday, March 2 by 13:00, Home Exam 2 due on Monday, March 23 by 13:00, Home Exam 3 due on Monday, April 13 by 13:00, and Home Exam 4 due on Monday, May 4 by 13:00.

Final Exam: The Written Exam is on Inspera and will take place on Tuesday, May 19 from 9:00-13:00—check location on Canvas.

If you have a concern about a grade in the course, explain it *in writing* using the Grade Change Request Consideration Online Form at www.monaanitaolsen.com/teaching **within one week** of the grade being posted, in order to be considered. Requests filed after one week of the grade being posted **will not** be considered. I do not accept late work. I suggest you submit as much as you have completed by the submission time in order to get partial points. Anything submitted after the submission time will not be graded.



I have received the course manual for Spring 2020 for MHR 106_1: Service Innovations and International Entrepreneurship and reviewed the course manual in full.

I acknowledge understanding of the course manual in full.

Printed Name (Blokkbokstaver): _____

Signature: _____

Date: _____



Standard Release

I am hereby granted the right to record and use, to the extent that it desires, any images (including, but not limited to: visual images, graphics, spoken word, vocal or instrumental music/sound effects) or activity in which I (or my establishment/organization) have taken part on behalf of myself, UIS and/or its representatives. Recording methods and distribution media may include, but are not limited to: videotape, audiotape, motion picture film, still photographs (analog or digital), DVD, CD or web pages. I further understand that this authorization shall extend to their grantees, lessees or licensees in perpetuity.

Event: Mona Anita Olsen Lecture and Classes

Signature

Date

Please Print (Blokkbokstaver)