



## INFORMATION TECHNOLOGIES IN TOURISM AND HOSPITALITY

<b>Credit points</b>	<b>6 CP</b>
<b>Study course annotation</b>	<p><b>Aim of the study course:</b> “Be able to navigate the market of Information systems for the tourism and hospitality industry”.</p> <p><b>Tasks of the study course:</b> The Inverter systems in Information network; Global Distribution Systems (GDS); Virtual reality technologies in tourism; Operation in GDS "Amadeus".</p>
<b>Study course acquisition results</b>	<p><b>Knowledge</b></p> <p>By successfully completing this course of study, students will know:</p> <ul style="list-style-type: none"> <li>- basic methods of information gathering and analysis in the development of the information society</li> <li>- the nature and importance of economic information in the development of the modern information society</li> <li>- the requirements of information security in today's environment</li> <li>- the nature, value and methods of information acquisition, storage, processing and protection</li> <li>- basic and applied information technology methods and tools</li> <li>- the methodology of design and maintenance of economic information systems based on modern information technologies</li> <li>- the use of modern technical tools and IT methods for solving communicative tasks</li> </ul>
	<p><b>Abilities (the ability to use knowledge, communication, general abilities)</b></p> <ul style="list-style-type: none"> <li>- use and generalisation/analysis of information in the development of the information society</li> <li>- be able to analyse, summarise and comprehend information</li> <li>- be familiar with the regulatory framework in the area of professional activity</li> <li>- use modern information technologies (IT) to solve practical economic problems, to ensure competitiveness</li> <li>- making a conscious choice of the applicable IT</li> <li>- work with information on global computer networks, searching for information on a given task, collecting, analysing data necessary for assigned management tasks</li> <li>- selection of tools to process economic data according to the task</li> <li>- analysing the results of calculations and justifying the data obtained</li> <li>- the right choice of IT to solve communication problems</li> </ul>
	<p><b>Competences (analysis, synthesis and evaluation)</b></p> <ul style="list-style-type: none"> <li>- Manage methods for using, collecting and analysing information in the context of the development of the information society</li> <li>- use automated searches of normative documents on global networks in their field of activity</li> <li>- use the computer as a tool for processing and managing information</li> <li>- use methodologies to comply with basic information security requirements</li> <li>- use skills in solving analytical and research problems using modern technical tools and IT</li> <li>- use methodologies for forecasting the development of economic phenomena and processes</li> <li>- Use computer information technology skills to solve communication problems</li> </ul>



<b>Course content:</b>	
<b>No</b>	<b>Topics</b>
1.	INTRODUCTION: Concepts; The history development systems of tourism resources reservation (places on airlines, hotels and others)
2.	Booking and reservation systems in tourism and hospitality. Classification and structure of systems. Inventory (CRS, Computer Reservation System) and Global Distribution Systems.
3.	GDS "Amadeus": Global Data Networks: SITA, Internet + LAN
4.	Practical seminars on the use of GDS "Amadeus". PNR is main important record in Amadeus! Operation in GDS "Amadeus".
5.	Penetration of Artificial Intelligence into booking systems in tourism. Meaning and prospects.
6.	Seminar-discussion of student projects of virtual travels.
<b>Form of assessment:</b>	
	differentiated assessment
<b>Required reading:</b>	
<ol style="list-style-type: none"> <li>1. Amadeus selling platform connect/ User guide/ Amadeus.com., 2018. 379 p. <a href="https://servicehub.amadeus.com/documents/20195/2084267/Amadeus%20Selling%20Platform%20Connect%20User%20Guide%20-%20Dec2018_957695_en_US.pdf">https://servicehub.amadeus.com/documents/20195/2084267/Amadeus%20Selling%20Platform%20Connect%20User%20Guide%20-%20Dec2018_957695_en_US.pdf</a></li> <li>2. Jasir Alavi. The Complete Amadeus Manual. <a href="https://air.flyingway.com/books/amadeus/Amadeus_Guide.pdf">https://air.flyingway.com/books/amadeus/Amadeus_Guide.pdf</a></li> <li>3. Jis Joy Thotan.Amadeus Users Basic_Training_Manual.pdf. <a href="https://www.academia.edu/12467279/Amadeus_Basic_Training_Manual">https://www.academia.edu/12467279/Amadeus_Basic_Training_Manual</a></li> </ol>	
<b>Recommended reading:</b>	
<ol style="list-style-type: none"> <li>1. Bronislav R.Tanasik. Impact of Internet on Tourism Business. International Journal of Innovative Science and Research Technology. Volume 3, Issue 1, January – 2018. p.p. 485 – 490.</li> <li>2. Nikolaos Tzioras.The Internet as an Important Tool in the Tourism Industry and its Use in Customer Service. Expert Journal of Marketing 6(2).2018. pp. 74-80. <a href="https://marketing.expertjournals.com/23446773-609/">https://marketing.expertjournals.com/23446773-609/</a></li> </ol>	
<b>Other information sources:</b>	
<b>During the study process changes and additions to the program and the list of references are possible</b>	