

Course Unit	Technology and Information Systems in Tourism		Field of study	Informatics	
Bachelor in	Tourism		School	School of Public Management, Communication and Tourism	
Academic Year	2019/2020	Year of study	2	Level	1-2
Type	Semestral	Semester	1	ECTS credits	6.0
Code	9254-532-2105-00-19				
Workload (hours)	162	Contact hours	T -	TP 60	PL -
			TC -	S -	E -
			OT -	O -	

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Carlos Filipe Campos Rompante da Cunha

#### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Understand the importance of the technology and information systems in the context of the tourism professional activity.
2. Know the supporting key technologies to the tourism professional activity.
3. Develop techniques and methods of learning and representation of spatial information.
4. Learn how to use a Geographic Information System and identify their application areas.
5. Develop a critical sense capable of identifying new contexts of action where technologies can represent competitive advantages for the domain of the tourism professional.

#### Prerequisites

Before the course unit the learner is expected to be able to:  
Not applicable

#### Course contents

Introduction to Technology and Information Systems; Information Systems in Tourism; Virtual environments; Geographic Information Systems; Contextualization and ubiquity.

#### Course contents (extended version)

1. Introduction to Technology and Information Systems
  - Presentation and placement of information technology. Usefulness of information technology.
  - Definition and components of an information system (IS). Examples and types of IS.
  - Analysis and design of IS.
  - Tasks performed by an IS analyst.
2. Information Systems in Tourism
  - Concept and functions. Characteristics of tourist information.
  - Evolution. Potentials and examples.
3. Virtual environments
  - Characteristics of systems for virtual environments. Types of systems for virtual environments.
  - Application areas.
4. Geographic Information Systems (GIS)
  - Definition and evolution of GIS. Role and importance of GIS. Areas of application of GIS.
  - The spatial information. Technologies related to GIS.
5. Contextualization and ubiquity

#### Recommended reading

1. Matoso, J. (1996). A Informática na Hotelaria e Turismo, Plátano. ISBN: 9727071384
2. Longley, P. A. ; Goodchild, M. F. ; Maguire, D. J. ; Rhind, D. W. (2013) Sistemas e Ciência da Informação Geográfica, 3ª ed. Tradução: André Schneider. Porto Alegre, Bookman, ISBN 13: 9780470721445
3. Reis, J. (2015). Os sistemas de informação geográfica e a inovação em turismo (Atas). Edição: Universidade de Coimbra. ISBN: 978-989-26-0983-6 (pdf)
4. Alves, A. B. . de Farias, B. , de Souza Neto, J. G. , dos Santos Santiago, M. L. P. , & da Silva Lima, M. K. (2014). O uso da informação no setor turístico. Múltiplos Olhares. ISBN 2237-6658, 3(2).
5. Pego, A. , & Bernardo, M. D. R. M. (2015). O impacto dos sistemas e tecnologias de informação no turismo em espaço rural na região do Algarve. Dos Algarves: a Multidisciplinary e-Journal, 41-59.

#### Teaching and learning methods

Theoretical and practical classes which explain contents and examples via computer and audiovisual media, explore examples related to practical cases, discuss concepts and overcome the difficulties of doing the suggested assignments.

#### Assessment methods

1. Distributed evaluation - (Regular, Student Worker) (Final, Supplementary, Special)
  - Final Written Exam - 30% (Practical Exam. Minimum grade of 8,0 values.)
  - Practical Work - 70% (Practical work. The presentation will be held in the classroom. Minimum grade of 8,0 values.)
2. Incoming students - (Regular, Student Worker) (Final, Supplementary, Special)
  - Practical Work - 100% (Practical work covering all topics taught in classes with mandatory submission.)

#### Language of instruction

Portuguese, with additional English support for foreign students.

## Electronic validation

Carlos Filipe Campos Rompante da Cunha	Aida Maria Oliveira Carvalho	Carlos Filipe Campos Rompante da Cunha	Luisa Margarida Barata Lopes
22-09-2019	30-09-2019	30-09-2019	01-10-2019