**COURSE DESCRIPTION – ACADEMIC YEAR 2022/2023**

<table>
<thead>
<tr>
<th><strong>Course title</strong></th>
<th>Digital Marketing and Advertising</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course code</strong></td>
<td>76409</td>
</tr>
<tr>
<td><strong>Scientific sector</strong></td>
<td>SECS-P/08</td>
</tr>
<tr>
<td><strong>Degree</strong></td>
<td>Bachelor in Informatics and Management of Digital Business (L-31)</td>
</tr>
<tr>
<td><strong>Semester</strong></td>
<td>1+2</td>
</tr>
<tr>
<td><strong>Year</strong></td>
<td>2</td>
</tr>
<tr>
<td><strong>Credits</strong></td>
<td>12</td>
</tr>
<tr>
<td><strong>Modular</strong></td>
<td>Yes</td>
</tr>
</tbody>
</table>

| **Total lecturing hours** | 84                                 |
| **Total lab hours**       | --                                 |

**Attendance**

Suggested, but not required.

Non-attending students will be graded as explained in the "Assessment" and "Evaluation criteria and criteria for awarding marks" fields.

**Prerequisites**

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**Course page**

Microsoft Teams and [https://ole.unibz.it/](https://ole.unibz.it/)

**Specific educational objectives**

The course aims to provide students with an advanced understanding of core marketing topics and knowledge. This module will cover the fundamental elements of marketing management, such as the models, processes tools and techniques to support marketing decisions and analyses.

In addition, the course especially focuses on the digital context.

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**Module 1**

**Introduction to Digital Marketing and Advertising**

<table>
<thead>
<tr>
<th><strong>Module code</strong></th>
<th>76409A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Module scientific sector</strong></td>
<td>SECS-P/08</td>
</tr>
<tr>
<td><strong>Lecturer</strong></td>
<td>Thomas Aichner and Andrea Molinari</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Office BZ E3.10, piazza Università 1. <a href="mailto:thomas.aichner1@unibz.it">thomas.aichner1@unibz.it</a>, +39 0471 013278. <a href="mailto:andrea.molinari@unibz.it">andrea.molinari@unibz.it</a>, +39 0471 013278 / 013279</td>
</tr>
<tr>
<td><strong>Scientific sector of lecturer</strong></td>
<td>SECS-P/08</td>
</tr>
<tr>
<td><strong>Teaching language</strong></td>
<td>English</td>
</tr>
<tr>
<td><strong>Office hours</strong></td>
<td>Office hours take place online via Teams and are published online.</td>
</tr>
<tr>
<td><strong>Lecturing assistant (if any)</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>Contact LA</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>Office hours LA</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>Credits</strong></td>
<td>6</td>
</tr>
<tr>
<td><strong>Lecturing hours</strong></td>
<td>36</td>
</tr>
<tr>
<td><strong>Lab hours</strong></td>
<td>6</td>
</tr>
</tbody>
</table>

**List of topics**

- Strategic thinking alongside the use of digital media
- Essential elements of DM
- Techniques and platforms (social media, content marketing, SEO, user experience, personalisation, display advertising and CRM)
- Aspects of implementation (planning, integration)

For specifics, please see the weekly schedule below.
<table>
<thead>
<tr>
<th>Week</th>
<th>Modules*</th>
<th>List of topics covered</th>
</tr>
</thead>
</table>
| 1    | 1-The online opportunity  2-Your first steps in online success | Introduction to e-marketing  
- Your online goals  
- Building your online presence  
- Marketing your online presence  
- Analyze and adapt |
| 2    | 3-Build your web presence | Websites  
- Choosing your online presence  
- How websites work  
- Key website ingredients  
- Websites and your business goals  
- Make your website easy to use  
- Website design do's and don'ts |
| 3    | 4-Plan your online business strategy | Business strategy  
- The benefits of an online strategy  
- Taking a business online  
- Understanding customer behavior  
- How to stand out from the competition  
- Using goals to improve business performance |
| 4    | 5-Get started with search  6-Get discovered with search  7-Make search work for you | Online search  
- Search engine basics  
- How search engines work  
- How search engines see the web  
- Organic search explained  
- Paid search explained  
- Google search console  
- Search engine optimization (SEO)  
- The importance of a SEO plan  
- The SEO process  
- How to choose keywords  
- Setting realistic SEO goals  
- Making your web pages search friendly  
- How other websites can work for you  
- Cross boarders with SEO |
| 5    | 8-Be noticed with search ads  9-Improve your search campaigns | Search ads and campaigns  
- Search engine marketing (SEM)  
- The SEM auction  
- What makes a good keyword  
- Make your ads stand out  
- Achieve relevance with good structure  
- Get the most from your keywords  
- Fine-tune with keyword match types  
- How to know what’s working and what isn’t |
| 6    | 10-Get noticed locally  11-Help people nearby find you online | Reach more people locally  
- Marketing to the locals  
- The power of local directories  
- Using digital to advertise online  
- Reaching locals on their mobiles  
- SEO for local businesses |
| 7    | 12-Get noticed with social media | Social media  
- Social media basics  
- The right social media sites for you |
<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
<th>Topics</th>
</tr>
</thead>
</table>
| 13   | Deep dive into social media                                            | • Setting your goals for social media  
• Getting on social media  
• Your long-term social media plan  
• Advertising on social media  
• Measuring success in social media  
• Avoiding social media pitfalls |
| 8    | Discover the possibilities of mobile                                   | Mobile marketing  
• The evolution of mobile devices  
• Understanding mobile web and mobile apps  
• Understanding mobile apps  
• Introduction for advertising on mobile  
• Search campaigns, display campaigns, and social media campaigns for mobile  
• Video for mobile |
| 9    | Get started with content marketing                                      | Content marketing  
• Get to know your online customers  
• Choosing the right format for your content  
• Writing for online audiences  
• Help your content be seen  
• Measuring your success in content marketing |
| 10   | Connect through email                                                   | Advertising  
• Your email marketing options  
• Crafting great marketing emails  
• Managing successful email campaigns  
• Measuring success in email marketing  
• Search advertising vs. display advertising  
• The ins and outs of display advertising  
• Making display ads meet your goals  
• Understanding ad networks  
• How retargeting works |
| 11   | Make the most of video                                                 | Video marketing  
• The rise of online video  
• How video fits into your online strategy  
• Creating video content with your budget  
• Sharing and promoting your videos  
• Advertising on video sharing sites  
• Measuring video performance |
| 12   | Get started with analytics                                             | Track and measure web traffic  
• Making web analytics work for you  
• Tracking specific goals with web analytics  
• Web analytics and organic search  
• Tools to measure SEM  
• Breaking down your data for insights  
• Using data to understand audiences  
• Understanding the data cycle  
• Creating actionable insights from your data  
• Managing numbers using spreadsheets  
• Presenting data effectively |
| 13   | Build your online shop                                                 | Sell products or services online  
• Using e-commerce to sell  
• Taking payments and manage orders  
• Creating a smooth e-commerce experience  
• Product promotion and merchandising  
• Retargeting for e-commerce |
| 14   | Expand internationally                                                 | Take a business global  
• Introduction to international marketing and export |
- Validating your new market
- Being understood abroad
- Advertise across borders
- The support systems you will need
- Helping customers abroad buy your products
- Delivering to customers across the globe

* The indicated modules must be completed before coming to class.

<table>
<thead>
<tr>
<th>Module 2</th>
<th>Analytics of Consumer Behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Module code</strong></td>
<td>76409A</td>
</tr>
<tr>
<td><strong>Module scientific sector</strong></td>
<td>SECS-P/8</td>
</tr>
<tr>
<td><strong>Lecturer</strong></td>
<td>Oksana Tokarchuk</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Piazza Domenicani 3, Office 1.04, <a href="mailto:oksana.tokarchuk@unibz.it">oksana.tokarchuk@unibz.it</a></td>
</tr>
<tr>
<td><strong>Scientific sector of lecturer</strong></td>
<td>SECS-P/08</td>
</tr>
<tr>
<td><strong>Teaching language</strong></td>
<td>Italian</td>
</tr>
<tr>
<td><strong>Office hours</strong></td>
<td>By previous appointment via e-mail</td>
</tr>
<tr>
<td><strong>Lecturing assistant (if any)</strong></td>
<td>--</td>
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<td><strong>Lab hours</strong></td>
<td>6</td>
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**List of topics**
- Basics of Consumer Behaviour and Consumer Decision Making
- Concepts and Applications
- Analytical models for Consumer Behaviour Modelling
- Prediction models for Consumer Behaviour Modelling

More in detail, the following topics will be covered:
- How and why consumers make purchase decisions
- Factors affecting individual consumer behavior, including needs, motives, emotions, decision making biases, and triggers
- Data-driven decisions in Consumer Behavior
- The notions of Consumer Behavior Analytics, including customer journey, main metrics used in consumer behavior analytics
- Application of Social listening to Consumer Behavior
- How to choose the main metric

**Teaching format**
Frontal lectures, exercises

**Learning outcomes**
Knowledge and understanding:
- D1.17 - Know further methods of Digital Finance and Digital Advertising and their application.
- D.1.18 - Understand the interdisciplinary approach to IT projects that takes into account technical foundations, business needs, social and dynamic aspects and the regulatory framework.

Applying knowledge and understanding:
- D2.3 - Ability to analyse business problems and to develop proposals for solutions with the help of IT tools.
- D2.4 - Ability to formalise and to analyse procedures and operational processes, to recognise and use optimisation potentials.
- D2.6 - Ability to design, describe and present IT solutions to policy makers.
• D2.9 - Ability to support the management of IT departments and software companies by providing information as needed.
• D2.11 - Ability to analyse large amounts of data on economic facts and processes.
• D2.13 - Ability to apply additional knowledge in the subjects of Digital Finance and Digital Marketing.
• D2.18 - Know how to communicate with the client in written and oral form on a professional level in English, Italian and German.

Making judgments
• D3.1 - Ability to collect and interpret data useful for forming independent judgments on IT and economic aspects of information systems.
• D3.3 - Ability to compare and evaluate different IT solutions based on their technical characteristics and key business figures.
• D3.4 - Ability to assess fundamental economic and business facts on the basis of numerical data.

Communication skills
• D4.1 - Be able to use the three languages English, Italian and German and, in particular in English, be able to use appropriate technical terminology and communication style.
• D4.2 - Ability to use modern means of communication also for remote interactions.
• D4.3 - Ability to negotiate with people with different professional experiences the definition and requirements of corporate information systems.

Learning skills
• D5.2 - Learning ability to carry out strategic and IT project activities in corporate communities, also distributed.
• D5.3 - Ability to follow rapid technological developments and to learn about innovative aspects of the latest generation of information technology and systems.

Assessment

M1 (counts for 50% of the grade for the course Introduction to Digital Marketing and Advertising).

Evaluation of attending students on module M1 consists of

• 66%: Written exam on the supplied theoretical materials

Non attending students will have extra questions on extra materials at the written exam, correspondent to hours they did not spent to follow the course, so to balance the CFU *25h ratio. Extra materials will be provided by the teacher.

M2 (counts for 50% of the grade for the course Introduction to Digital Marketing and Advertising):
### Evaluation of attending students on the module M2 consists of
1. completion of written project group report on job-to-be-done interviews,
2. completion of written project group report on analytics using Amplitude,
3. oral exam

Non-attending students will have to take
1. individual written project report on job-to-be-done assignment,
2. individual written project report on analytics using Amplitude,
3. oral exam

Project reports should be delivered before the exam otherwise the oral exam cannot be taken. In case of positive evaluation, project reports will count for all 3 regular exam sessions.

<table>
<thead>
<tr>
<th>Assessment language</th>
<th>English (M1) and Italian (M2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Typology</td>
<td>Collegial</td>
</tr>
<tr>
<td>teams</td>
<td>All students will have one single grade that will be determined as the arithmetical average of the grades of the different parts of the exam. The final grades for M1 and M2 will therefore count for 50% of the final grade.</td>
</tr>
<tr>
<td></td>
<td>Evaluation of at least 18 out of 30 should be reached on each part of the exam.</td>
</tr>
<tr>
<td></td>
<td>Evaluation criteria for project reports and written exam:</td>
</tr>
<tr>
<td></td>
<td>1. Clarity of exposition,</td>
</tr>
<tr>
<td></td>
<td>2. Relevance to the marketing question posed for the assignment,</td>
</tr>
<tr>
<td></td>
<td>3. Ability to provide marketing implications based on what has been learned during the course</td>
</tr>
<tr>
<td></td>
<td>Evaluation criteria for oral exam:</td>
</tr>
<tr>
<td></td>
<td>1. Clarity of answers,</td>
</tr>
<tr>
<td></td>
<td>2. Establish relationships between topics,</td>
</tr>
<tr>
<td></td>
<td>3. Ability to apply knowledge acquired during the course to the analysis of the case study</td>
</tr>
</tbody>
</table>

|                   | Subject Librarian: David Gebhardi, David.Gebhardi@unibz.it |
| Supplementary readings | Aichner, T., Grünfelder, M., Maurer, O. and Jegeni, D. (2021) 25 Years of Social Media: A Review of Social Media Applications and Definitions |


Marketing Intelligence & Planning (Available here: www.emeraldgrouppublishing.com/journal/mip)


M2:


Siegel, E. (2013). *Predictive analytics: The power to predict who will click, buy, lie, or die.* John Wiley & Sons.

Croll, A., & Yoskovitz, B. (2013). *Lean analytics: Use data to build a better startup faster.* " O'Reilly Media, Inc.".

Journal articles will be assigned during the course

<table>
<thead>
<tr>
<th>Software used</th>
</tr>
</thead>
<tbody>
<tr>
<td>--</td>
</tr>
</tbody>
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