UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Digital Communication

2324-1-F7702M073-F7702M120M

Learning area

Learning objectives

Understand digital marketing communication by focusing on its pillars and future paths

Contents

The course examines the digital marketing process with focus on communication, market, data, players and respective roles.

Detailed program

Data Science, Mining e Marketing

The digital marketing process: market, data, and players

Customer Relationship Management

Communication channels and Unique Customer View

Customer Journey

Social Media Analysis, Data Discovery and Campaign Management

Media Mix and Marketing Mix

Performance in digital marketing

Prerequisites

None

Teaching methods

Lectures and case studies with guest lecturers
Teaching language: Italian

Assessment methods

At the end of classes a written exam will be based on the lectures' content (open questions). Open questions include both questions on wider issues -which require a longer answer- and
quite specific questions -which require a short answer-.
During the exam sessions, the exam will be oral and on the Textbooks published on the course page.

Textbooks and Reading Materials

Nico Di Domenica, Attilio Redivo, Edoardo Rozzoni, Gianluigi Crippa, Digital marketing. Data, analytics, tecnologie e canali digitali. Pearson, 2020.

Sustainable Development Goals

INDUSTRY, INNOVATION AND INFRASTRUCTURE