



School of Information Management

Info 201 INTRODUCTION TO IS MANAGEMENT

Trimester 1 2005

COURSE OUTLINE

Contact Details

Course Co-ordinator: Janet Toland
Room: EA213
Phone: 463 6861
email: Janet.Toland@vuw.ac.nz
Office Hours: tba via Blackboard

Lecturer David Mason
Room: EA238
Phone: 463 7435
Email: David.Mason@vuw.ac.nz
Office Hours: tba via Blackboard

Senior Tutor Hugo (Xiaoyi) Gong
Room: EA111
Phone: 463 5233 ext 8915
Fax: 463 5446
Email: Hugo.Gong@vuw.ac.nz
Office Hours: tba via Blackboard

Tutors Julie Abbott Watson
Maria Molina Barrantes
Andreas Schroeder

Dates: 22 February 2005 to 24 May 2005

Format: One two-hour lecture and a one-hour tutorial per week

Class Times and Room Numbers

Lecture: Tuesday 4.10 pm to 6.00 pm in MC LT 103

Attendance at lectures is not compulsory but is highly recommended.

Tutorial times are:

Wed 1.10 p.m. – 2.00 p.m. CO 118

Wed 2.10 p.m. – 3.00 p.m. CO 118

Wed 4.10 p.m. – 5.00 p.m. KK 203

Wed 5.10 p.m. – 6.00 p.m. KK 203

Thurs 1.10 p.m. – 2.00 p.m. KP48 101

Thurs 2.10 p.m. – 3.00 p.m. KP48 101

Fri 2.10 p.m. – 3.00 p.m. KK 103

Tutorial sign up will take place after the first lecture using Blackboard.

Tutorials will run from week 2 to week 11. Attendance at tutorials is compulsory.

Final examination during the period 30 May 2005 to 18 June 2005

Course Aims

This course addresses management of information systems within an organisation. It investigates the business impact of IS, from a managerial perspective. The aim is to equip students with the knowledge and skills required to successfully utilise IS systems to add value to an organisation.

Course Objectives

- 1) To explain the role of the Information Systems and Technology (IST) function within the management activities of a firm.
- 2) To explore the forces that impact on organisations and the role of the IST function in responding to them
- 3) To appreciate the issues that IS staff face in dealing with complex and constantly changing technologies and environments
- 4) To develop students academic research and writing skills.

Course Content

Date	Topic
Week 1 - 22 Feb	Introduction to course Information Technology Services Management
Week 2 - 1 March	Academic Research Skills Academic Writing Skills
Week 3 - 8 March	Structure of the IT Function IT Governance
Week 4 - 15 March	The Role of the CIO Judging IT Performance
Week 5 -22 March	Service Desk Call Centres
28 March – 8 April	MID TRIMESTER BREAK
Week 6 - 12 April	Service Level Agreements Business Writing Skills
Week 7 - 19 April	End User Computing
Week 8 - 26 April	Government Computing
Week 9 - 3 May	Security
Week 10 - 10 May	Data Protection/ Legal Issues
Week 11 - 17 May	Future Trends Geographic Information Systems
Week 12 - 24 May	Revision

Readings

A set of course readings must be purchased from student notes. It is essential that students have the course readings before attending the first tutorial.

Materials and Equipment

N/a

Assessment Requirements

Item	Value	Due Date	Testing Objectives
Literature Review	15%	4pm Tuesday 22 March	1, 3, 4
Business Report	15%	4pm Tuesday 10 May	1, 2, 4
Weekly Submissions	20%	Weekly at tutorial	4
Examination	50%	30 May – 18 June	1, 2, 3, 4

Terms: Students must attend at least 9 of the 10 tutorial sessions.

Literature Review – Due Week 4

Assessing objectives 1, 3 & 4

Students will choose a topic to research related to the lecture programme. They will be required to find five academic articles on their topic, and to summarise and critique them, (17 page maximum – 1.5 spacing)

Business Case – Due Week 10

Assessing objectives 1,2 & 4

Using the articles selected for the literature review, students will produce a polished report on their topic aimed at a business manager. Practitioner materials will supplement the academic articles used for the first assignment. (2,000 words maximum)

Weekly Submissions – due weeks 3 to 11

Assessing objective 4

From Weeks 3 to 11 you will be required to submit a summary and critique of one or more of the weekly readings. Detailed instructions for each submission will be posted on blackboard. This will be two to three pages long. Each weekly submission is worth 2 marks, students who submit all eight submissions on time will be given a four-mark bonus. (3 page maximum)

Assignments: More detailed information on assignments will be given with individual assignment briefings

Exam

Assessing objectives 1, 2, 3 & 4

This will be a 3-hour closed book examination held in the external examinations period. Selected material from the lectures (including guest lectures), tutorials and course readings will be assessable. The examination will consist of a combination of short answer and essay type questions.

Penalties

In fairness to other students, assignment work submitted after the deadline will incur a 10% penalty for each actual day (prior to 1.00 pm) late. In the event of bereavement or prolonged illness affecting your ability to meet the deadline, discuss your situation with the Course Co-ordinator. You must verify your claim, e.g., produce a medical certificate. In doing so you consent to your supporting documentation being checked by the Course Co-ordinator. Extensions will only be granted under these conditions.

Assignment Submission: A hard copy of the literature review and business report must be submitted into assignment box A3. The weekly submissions will be submitted directly to your tutor in tutorial sessions. Please include your tutors name and your tutorial time on all assignments; this will help us to return your work to you.

Scaling: To obtain a fair and consistent distribution of marks relative to assessment difficulty, scaling of marks may be employed on some or all assessments.

Important Notes:

- *No extension is possible based on a student's workload. You are expected to manage your workload to ensure there is sufficient time to complete assessments as required.*
- *You are expected to back up your work – From time to time files are lost, computers crash, etc., so it is critical that you get into the habit of backing up important files (on floppy disk or ZIP disk, for example).*
- *Do not leave printing, etc. to the last minute – The printers can be overloaded in the labs (especially on the day an assignment is due). Be smart and print it BEFORE the due date. Extensions will not be granted if your file is languishing in the print queue!*
- *Working together – You are encouraged to discuss aspects of assignment work with others. However, when it is time to develop your solution & write your assignment, **the words and diagrams you use must be ENTIRELY your own**. In this way, we will have your perspective on the topic - not someone else's! Markers have been instructed to check for signs of plagiarism and joint efforts.*

Mandatory Course Requirements

In order to pass the course students must have

- correctly enrolled in the course;
- obtained an overall average of 50%; and
- attended and participate in 9 out of the 10 tutorials

Communication of Additional Information

Additional information will be communicated to students via the Blackboard system and through announcements in lectures

General University Policies and Statutes

Students should familiarise themselves with the University's policies and statutes, particularly those regarding assessment and course of study requirements, and formal academic grievance procedures.

Student Conduct and Staff Conduct

The Statute on Student Conduct together with the Policy on Staff Conduct ensure that members of the University community are able to work, learn, study and participate in the academic and social aspects of the University's life in an atmosphere of safety and respect. The Statute on Student Conduct contains information on what conduct is prohibited and what steps can be taken if there is a complaint. For queries about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor. This Statute is available in the Faculty Student Administration Office or on the website at: www.vuw.ac.nz/policy/StudentConduct.

The policy on Staff Conduct can be found on the VUW website at:

www.vuw.ac.nz/policy/StaffConduct.

Academic Grievances

If you have any academic problems with your course you should talk to the tutor or lecturer concerned or, if you are not satisfied with the result of that meeting, see the Head of School or the Associate Dean (Students) of your Faculty. Class representatives are available to assist you with this process. If, after trying the above channels, you are still unsatisfied, formal grievance procedures can be invoked. These are set out in the Academic Grievances Policy which is published on the VUW website:

www.vuw.ac.nz/policy/AcademicGrievances.

Academic Integrity and Plagiarism

Academic integrity is about honesty – put simply it means **no cheating**. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. Plagiarism is **prohibited** at Victoria.

The University defines plagiarism as follows:

Plagiarism is presenting someone else's work as if it were your own, whether you mean to or not.

'Someone else's work' means anything that is not your own idea, even if it is presented in your own style. It includes material from books, journals or any other printed source, the work of other students or staff, information from the Internet, software programmes and other electronic material, designs and ideas. It also includes the organization or structuring of any such material.

Plagiarism is not worth the risk.

Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct (www.vuw.ac.nz/policy/studentconduct) and may be penalized severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- suspension from class or university
- cancellation of your mark for an assessment or a fail grade for the course.

Find out more about plagiarism and how to avoid it, on the University's website at:
www.vuw.ac.nz/home/studying/plagiarism.html.

Students with Disabilities

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities an equal opportunity with all other students to demonstrate their abilities. If you have a disability, impairment or chronic medical condition (temporary, permanent or recurring) that may impact on your ability to participate, learn and/or achieve in lectures and tutorials or in meeting the course requirements, then please contact the Course Coordinator as early in the course as possible. Alternatively you may wish to approach a Student Adviser from Disability Support Services to confidentially discuss your individual needs and the options and support that are available. Disability Support Services are located on Level 1, Robert Stout Building, or phoning 463-6070, email: disability@vuw.ac.nz. The name of your School's Disability Liaison Person can be obtained from the Administrative Assistant or the School Prospectus.

Student Support

Staff at Victoria want students' learning experiences at the University to be positive. If your academic progress is causing you concern, please contact the relevant Course Co-ordinator, or Associate Dean who will either help you directly or put you in contact with someone who can.

The Student Services Group is also available to provide a variety of support and services. Find out more at www.vuw.ac.nz/st_services/ or email student-services@vuw.ac.nz.

VUWSA employs two Education Coordinators who deal with academic problems and provide support, advice and advocacy services, as well as organising class representatives and faculty delegates. The Education Office is located on the ground floor, Student Union Building, phone 463 6983 or 463 6984, email education@vuwsa.org.nz.