VICTORIA
UNIVERSITY OF WELLINGTON

School of Information Management

INFO 322: INFORMATION SYSTEMS IMPLEMENTATION

Second Trimester 2005

COURSE OUTLINE

Contact Details

Course Coordinator:	Name:	Dr Pak Yoong
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Office hours:	By appointment	

Tutor:	Name:	Julie Watson
	Room:	EA209, Easterfield Building, Kelburn Campus
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	Fax	463 5446
Office hours:	By appointment	

Class Times and Room Numbers

Dates:	4th July to 7th October, 2005
Lectures:	Wednesday, 9:00 – 10:50 am; Venue: HU LT 119
Tutorials:	Weekly (for Week 2 - 6): Times and venues will be announced in class and on Blackboard in first week.
Workshop:	Sunday, 4 September 2005, 12 noon to 4.30 pm

Course Aims and Objectives

This course examines the process of implementation of business information systems, including e-business and knowledge management systems, within NZ organisations. The focus will be on understanding the nature of implementation, the planning, and the development of strategy for the successful transition from the status quo to full and productive dependence upon the new system. Particular emphasis will be given to the human and organisational issues associated with IS implementation.

On satisfactory completion of this course, students should:

1) Be able to explore and discuss the current literature relevant to information systems implementation;
2) Be able to describe the key components and process of information systems implementation;
3) Know how to deploy an appropriate framework for the implementation of an information system; and
4) Be able to anticipate potential human and organisational problems and plan for appropriate solutions should they be needed.

Text book and readings

Pinto, J. & Millet, I. (1999). *Successful Information Systems Implementation,* Pennsylvania: Project Management Institute.

Additional readings will be discussed in lectures and tutorials.

Assessment Requirements

(a). Internal assessment (60%)

Project Assignment #	Testing Objectives	Due Date	% of final mark
Project Assignment 1	1 and 2	3 August 2005	15
Project Assignment 2 (Part 1)	3 and 4	14 September 2005	30
Project Assignment 2 (Part 2)	3 and 4	5 October 2005	15

Details of the assessment requirements will be specified within each assignment document.

(b). 3-hour final examination (40%) – will assess Objectives 1 to 4

This will be a 3-hour closed book examination held in the external examinations period (14 October to 4 November 2005). 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.

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.

Course Content

Wk	Dates	Focus and Topics covered	Readings (in advance)	Comments
1	Wed 6 Jul	Course details and arrangements Introduction to IS implementation Academic writing skills Tutorial arrangements	Chap 1	
2	Wed 13 Jul	Theories of IS implementation	Chap 2	Tutorial 1
3	Wed 20 Jul	Critical success factors	Chap 3 & 4	Tutorial 2
4	Wed 27 Jul	Project selection, planning and scheduling	Chap 5	Tutorial 3
5	Wed 3 Aug	Politics of implementation	Chap 6	Tutorial 4 **Assignment 1 is due**
6	Wed 10 Aug	Leadership and project success Preparation for the site visits and forming teams	Chap 8	Tutorial 5
		--Mid Trimester Break--		
7	Wed 31 Aug	Implementation champions	Chap 9	
7	**Sun 4 Sep**	**Sunday workshop: 12 noon to 4.30 pm** Team building and etc	Chap 7	
8	Wed 7 Sep	Site visits		
9	Wed 14 Sep	Site visits debrief		**Assignment 2 (Part 1) is due**
10	Wed 21 Sep	The End Game	Chap 10 & 11	
11	Wed 28 Sep	Preparation for the presentation		
12	Wed 5 Oct	Summing up and final presentations		**Assignment 2 (Part 2) is due**
	Exam period 14 Oct – 4 Nov	**FINAL EXAM**		

Notice: This schedule may change during the course; any changes will be communicated via Blackboard.

Mandatory Course Requirements

In order to pass the course students must have
- correctly enrolled in the course;
- obtained an overall average of 50%;
- attended at least four tutorials; and
- attended and participated in the Sunday workshop.

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.

Communication of Additional Information

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

Other Relevant Information

Faculty of Commerce and Administration Offices
Railway West Wing (RWW) - FCA Student Administration Office
The Student Administration Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications.

Easterfield (EA) - FCA/Law Kelburn Office
The Kelburn Campus Office for the Faculties of Commerce & Administration and Law is situated in the Easterfield Building - it includes the ground floor reception desk (EA005) and offices 125a to 131 (Level 1). The office, will be open from 9:00 am to 5:00 pm during Trimester 2, offers the following:
- Duty tutors for student contact and advice.
- Information concerning administrative and academic matters.
- FCA Student Administration forms (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

Please note:
There will be a Student Administration Adviser, from the RWW office, based in EA005 from Monday 27 June to Friday 1 July (9:00 am to 5:00 pm) and from Monday 4 July to Friday 22 July (11:00 am to 1:00 pm).

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 Adviser. 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 Grievance 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.

Maori and Pacific Mentoring programme (Manaaki Pihipihinga)

This is a free programme of mentoring for Maori and Pacific students doing first year courses within the Faculty of Commerce and Administration. Weekly one hour mentoring sessions: drafting and editing assignments/discussing any questions that you might have from tutorials or lectures and going over every aspect of essay writing, either in small group sessions or on a one-to-one basis.

This includes:

- A computer suite hooked up to cyber commons for students to use to produce their assignments.

- Regular skill-based workshops with a learning adviser from Student Learning Support Services.
- Networking with other Maori and Pacific support groups throughout the university.

For more information please contact:
Melissa Dunlop, Programme Coordinator
Ph: 463 6015 or Email: Maori-Pacific-Mentoring@vuw.ac.nz