VICTORIA UNIVERSITY OF WELLINGTON
Te Whare Wānanga o te Ūpoko o te Ika a Māui

School of Information Management

Info 201 INTRODUCTION TO IS MANAGEMENT

Trimester 1 2006

COURSE OUTLINE

Contact Details

Course Co-ordinator: Janet Toland
                Room: EA213
                Phone: 463 6861
                email: Janet.Toland@vuw.ac.nz
                Office Hours: Wed 1.30 p.m. to 3.00 p.m. or email for appointment

Senior Tutor   Hugo (Xiaoyi) Gong
                Room: EA111
                Phone: 463 6998
                Fax: 463 5446
                Email: Hugo.Gong@vuw.ac.nz
                Office Hours: Mon to Fri 10.00 a.m. to 2.00 p.m.

Tutors   Sally Dexter
                Hugo (Xiaoyi) Gong
                Andreas Schroeder

Dates: 27 February 2006 to 2 June 2006

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

Class Times and Room Numbers

Lecture: Wednesday 11.00 am to 12.50 pm in MC LT 103

Tutorial times

Tutorials will be held on Monday & Tuesday, times and rooms will be announced via blackboard. Tutorial sign up will take place after the first lecture on Wednesday March 1st.

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

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/ Week begin	Topic
Week 1 – 27 Feb	Introduction to course Information Technology in the Organisation
Week 2 - 6 March	Academic Research Skills Academic Writing Skills
Week 3 - 13 March	Structure of the IT Function IT Governance
Week 4 – 20 March	The Role of the CIO
Week 5 -27 March	Service Desk Call Centres
Week 6 – 3 April	Issues for IT Executives
10 April – 21 April	**MID TRIMESTER BREAK**
Week 7 – 24 April	End User Computing
Week 8 – 1 May	Government Computing
Week 9 - 8 May	Security
Week 10 – 15 May	Data Protection/ Legal Issues
Week 11 - 22 May	Future Trends
Week 12 – 29 May	Course Overview/ revision

Readings

A set of course readings must be purchased from student notes, at a cost of $20.30c. 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%	1pm Fri 7th April	1, 3, 4
Business Report	20%	1pm Fri 26th May	1, 2, 4
Weekly Submissions	15%	6 submissions weekly at tutorial	4
Examination	50%	12 June – 24 June	1, 2, 3, 4

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

Literature Review – Due Week 6

Assessing objectives 1, 3 & 4

Students will choose a topic to research related to the lecture programme. They will be required to find three academic articles on their topic, and to summarise and critique them, (2,000 words maximum)

Business Case – Due Week 11

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.
(2,500 words maximum)

Weekly Submissions – due weeks 3, 4, 5, 8, 9, 10

Assessing objective 4

In the specified weeks 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 six submissions on time will be given a three-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, 12 June 2006 to 24 June 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. This does not apply to weekly submissions. In the event of bereavement or prolonged illness affecting your ability to meet the deadline, discuss your situation with the Course Co-ordinator or Senior Tutor. 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 or Senior Tutor. Extensions will only be granted under these conditions.

Assignment Submission: Both a hard copy and a soft copy of the literature review and business report must be submitted. Specific details will be given on each assignment brief. Weekly submissions must be submitted in hard copy to your tutor at the beginning of your tutorial session, late submissions of these short assignments will not be accepted.

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
- obtain an overall average of 50%; and
- attend 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

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. To check for opening hours call the office on (04) 463 5376.

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 is available for 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.

Check with the Student Administration Office for opening times (04) 463 5376.

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.

Manaaki Pihipihinga Maori and Pacific Mentoring programme (Faculties of Humanities and Social sciences and Commerce and Administration).

- **What:** Academic Mentoring for Maori and Pacific students studying at all levels in the above faculties. Weekly sessions for an hour with a mentor to go over assignments and any questions from tutorials or lectures. Registered students can use the faculty's study rooms and computer suite at any time at Kelburn and Pipitea.

- Mature student and Post grad network

If you would like to register as a mentor or mentee please contact the coordinator.

Where:

Melissa Dunlop
Programme Coordinator
Room 109 D
14 Kelburn Parade: back courtyard
Ph: (04) 463 6015
Email: Maori-Pacific-Mentoring@vuw.ac.nz

Please Note: A mentoring room will also be running at Pipitea Campus starting January. Please contact the Programme Coordinator for details.

INFO 201 LECTURE OUTLINE 2006

(note that there may be changes)

Date	Topic	Tutorial	Articles	Notes
Week 1				
27 Feb	Introduction to course Information Technology in the Organisation	No Tutorial this week	1, 2	
Week 2				
6 March	Academic Research Skills Academic Writing Skills	Introductions Briefing for Assignment 1	3, 4, 5, 6	**Assignment 1 given out**
Week 3				
13 March	Structure of the IT Function IT Governance	**Weekly Submission 1 due**	7, 8	
Week 4				
20 March	The Role of the CIO	**Weekly Submission 2 due**	9, 10	Articles for assignment 1 formally approved
Week 5				
27 March	Service Desk Call Centres	**Weekly Submission 3 due**	11, 12, 13	
Week 6				
3 April	Issues for IT executives	Case Study – no weekly submission due	14, 15	**Assignment 1 due**

10 April to 21 April	Mid Trimester Break

Week 7				
24 April	End User Computing	Briefing for Assignment 2	16, 17, 18	**Assignment 2 given out**
Week 8				
1 May	Government Computing	**Weekly Submission 4 due**	19, 20, 21	
Week 9				
8 May	Security	**Weekly Submission 5 due**	22, 23, 24, 25	Business report outlines approved
Week 10				
15 May	Data Protection/ Legal Issues	**Weekly Submission 6 due**	26, 27	
Week 11				
22 May	Future Trends	Case Study – no weekly submission	28, 29	**Assignment 2 due**
Week 12				
29 May	Round Up/ Revision Lecture	No Tutorial this week		