

School of Information Management

# INFO 301

## STRATEGIC INFORMATION SYSTEMS MANAGEMENT

Trimester 2, 2006

### COURSE OUTLINE

#### Contact Details

**Course Coordinator:** John Greenwood  
*Room:* EA 216 (Level 2, Easterfield Building, Kelburn Campus)  
*Phone:* 463 5556  
*Email:* [John.Greenwood@vuw.ac.nz](mailto:John.Greenwood@vuw.ac.nz)  
*Office hours:* by appointment (request via e-mail)

**Senior Tutor:** Jennifer Fang  
*Room:* EA 111  
*Phone:* 463 6998  
*Email:* [Jennifer.Fang@vuw.ac.nz](mailto:Jennifer.Fang@vuw.ac.nz)  
*Office hours:* by appointment (request via e-mail)

**Tutor:** Nivea Nicolas  
*Tutorials:* Thursday, 11:00 – 12:50  
Friday, 09:00 – 10:50  
Friday, 11:00 – 12:50

**Tutor:** Paul Smith  
*Tutorials:* Thursday, 13:10 – 15:00  
Friday, 13:10 – 15:00

#### Class Times and Room Numbers

<i>Lectures:</i>	Tuesday	15:10 – 17:00	EA LT006
<i>Tutorials:</i>	Thursday	11:00 – 12:50	VZ 506
	Thursday	13:10 – 15:00	KP24 101
	Friday	09:00 – 10:50	HU 221
	Friday	11:00 – 12:50	HU 317
	Friday	13:10 – 15:00	CO 119
<i>Examination:</i>	To be advised (during 16 October–11 November 2006 examination period)		

**Note:** Please sign-up for your tutorials at this URL: <https://signups.sim.vuw.ac.nz/>. Tutorial numbers are limited for each tutorial. Tutorial places are on a allocated first-in, first-served basis. Queries about tutorial allocations should be addressed in the first instance to the Senior Tutor.

## Course Objectives

A student who has successfully completed this course, should to be able to:

- Articulate the relationship between the business and its information systems at strategic, tactical and operational levels (tutorials, assignment 1, examination);
- Describe how information technology and information systems impact on organisations, on individuals within organisations, and on business processes (tutorials, examination);
- Explain the link between information systems strategy, architecture and infrastructure (tutorials, examination);
- Discuss issues relating to the ethical use of information systems and information technology (tutorials, examination); and
- Describe and discuss a variety of strategic, tactical and operational approaches used by organisations to manage their IT resource, including funding, organisation, governance, project and portfolio management, and best practice (tutorials, assignment 2, examination).

## Course Content

### Lectures

Lectures will complement the online material and the readings but will NOT necessarily cover exactly the same material. The lecture sessions will offer a range of experiences including some or all of: discussions, case studies, web examples, guest speakers, critiques and alternative viewpoints on the topics. Lecture material will not necessarily be published in Blackboard and lecture slides will not necessarily be available. All lecture material is assessable.

### Tutorials

At the beginning of each tutorial you will hand in a brief to your tutor that discusses at least one of the week's tutorial readings in the context of the week's tutorial topic (questions to motivate the discussion will be posted on Blackboard). Your tutor is there to help organise the tutorial sessions, and to facilitate both the full tutorial group and smaller groups to work proactively and independently on the tutorial exercises.

### Proposed timetable for lectures and tutorials

*Note: Sessions may vary from those advertised.*

Wk	Date	Topic	Chapter	Notes
1	11/7	Welcome to the Course Does IT Matter? / The IS Strategy Triangle		No tutorial this week
2	18/7	Strategic Use of Information Resources	1, 2	
3	25/7	Organisational Impacts of IS Use	3	
4	1/8	IT and the Design of Work	4	
5	8/8	IT and the Changing Business Processes	5	
6	15/8	Architecture and Infrastructure	6	Assignment #1 due
<i>Mid-Trimester break</i>				
7	5/9	Doing Business on the Internet	7	
8	12/9	Using Information Ethically	8	
9	19/9	The MIS Organisation	9	
10	26/9	Funding IT	10	
11	3/10	Project Management	11	
12	10/10	Knowledge Management	12	Assignment #2 due
<i>Study Week</i>				
		EXAMINATION		tba

## Readings

### Textbook

Pearlson, K. E. & Saunders, C.S. (2006). *Managing and Using Information Systems: A Strategic Approach*. 3rd Edition. New York, Wiley.  
(Available from VicBooks: \$60.95)

### Tutorial Readings

Supplementary readings for tutorials will be available on Blackboard at least one week before the scheduled tutorial. The readings are typically one or two recent academic articles and/or case studies selected from the Victoria University Library's online databases. For copyright reasons, the link to the reading in Blackboard will open in a new window and display the article's abstract in one of Victoria University's library databases. You may have to login using your SCS userid and password. A link in the (normally) top right accesses a PDF version of the article.

## Materials and Equipment

### Lab Access

Information Systems and Electronic Commerce students have access to a range of computer lab facilities. This means that you can still undertake this course even if you don't have a computer at home.

Like all university students you are able to use any SCS computer lab throughout the University (this includes labs in the Murphy building, the Library and in the Law School) as long as you have a current SCS account. If you don't have a current SCS account, contact either the SCS helpdesk in the Library or the Murphy building.

In addition, INFO and ELCM students have access to the purpose built school lab MY201. This lab is located on the second floor of the Murphy building. Please note that specialist software found in the SIM labs is not available in all the SCS labs.

### Ad-hoc Lab Access

MY 201 has 24-hour access via student ID cards unless booked for another class. Please check the booking schedules on the lab doors before entering a laboratory to ensure that you are not interrupting a class, and you can finish your work before the next scheduled class.

You may be asked to leave the lab by a supervisor if the machine you are using is required for a scheduled class. Please pack-up and leave the lab promptly if asked to do so.

If you are sharing the lab with a scheduled class please use machines furthest away from the projection screen first and avoid interrupting the taught class with noise.

The food and drink ban in the labs will be enforced, please respect this in order to keep the facilities clean and in good working order for everyone.

## Assessment Requirements

Course assessment as follows:

Tutorials and Tutorial Briefs	14%	Hand-in at tutorial each week
Assignment #1	23%	Due Wednesday, 16 August 2006
Assignment #2	23%	Due Wednesday, 11 October 2006
Examination (2 hours)	40%	To be scheduled
TOTAL	100%	

### Tutorial Attendance and Tutorial Briefs (14%)

Tutorials are an integral part of this course and attendance is critical if you are to successfully meet the course objectives. The tutorial briefs are a form of preparation for the tutorials. At the beginning of

each of the eleven tutorials, you will submit a brief to your tutor that discusses at least one of the week's supplementary readings in the context of the tutorial topic (tutorial questions will be posted on Blackboard). This brief should be approximately one A4 page long. Because of the nature of the tutorial brief assessment, **there can be no extension granted**. Tutorial briefs MUST be submitted at the beginning of the tutorial. No late submissions will be received.

Each tutorial has contributes 1% to the overall assessment of the course. This is determined from your tutorial brief mark and your contribution to the tutorial discussion. This totals 11% (11 tutorial at 1% each). Students who attend 10 of the 11 tutorials (including submitting all their tutorial briefs) will receive an additional 2%. Students who attend all 11 tutorials (including submitting all their tutorial briefs) will receive an additional 3%.

### **Assignment 1 (23%)**

In this assignment, you assume the role of an IT Manager reporting to the CIO of your organisation. You respond to a request to prepare a presentation and accompanying notes for the CIO to present to the Senior Management Team. Detailed assignment requirements will be posted on Blackboard and will be distributed at the second lecture.

**Due:** Wednesday 16 August, **13:00** – Assignment hand-in box **A3**, School of Information Management, first floor, Easterfield building.

### **Assignment 2 (23%)**

This assignment is a research essay. Detailed assignment requirements will be posted on Blackboard and will be distributed at the first lecture after the mid-trimester break.

**Due:** Wednesday 11 October, **13:00** – Assignment hand-in box **A3**, School of Information Management, first floor, Easterfield building.

### **Final Exam (40%)**

The final exam will be a 2 hr supervised university supervised examination. The specific date, time and location for the exam will be available after the university has established its examination timetable, usually by the end of the mid-term break. The exam will comprise a number of short-essays with a choice of topics covering aspects of the lecture and tutorial material. Unless otherwise stated, all material covered during the course will be assessable. More details about the exam will be provided during the course.

### **Penalties**

In fairness to other students, assignment work submitted after the deadline will incur a 10% penalty (of the marks achieved for the assignment) for **each day** late. As noted above, there is can be no extension for tutorial briefs.

In the event of bereavement or prolonged illness affecting your ability to meet the deadline, discuss your situation with the course Senior Tutor. You must verify your claim, e.g. produce a medical certificate. Only extension requests meeting these conditions will be considered.

### **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 submitting your work to the last minute – Technology problems do occur (especially on the day an assessment is due). Be smart and submit it in plenty of time. Extensions will not be granted due to problems with submitting work.*
- *Working together – All assessments in this course are individual assessments, unless they are explicitly identified as group assessments. You are encouraged to discuss aspects of your individual assessments with others. However, when it is time to develop your solution, **the work must be ENTIRELY your own**. In this way, we will have your perspective on the topic - not someone else's!*

### **Mandatory Course Requirements**

There are no mandatory course requirements for this course.

### **Communication of Additional Information**

All formal notices relating to this course will be posted on Victoria University's Blackboard system:  
<http://blackboard.vuw.ac.nz>

You are expected to check for announcements on Blackboard on a regular basis.

### **Use of Blackboard**

***Course Material:*** Basic course material and announcements will be published on Blackboard on a regular basis.

***Announcements:*** The announcements page for the course will be used to distribute course announcements. You are required to check the announcements regularly.

***Discussion Board:*** Moderated discussion forums will be provided for assignment work. Staff members will attempt to answer all reasonable questions. In some cases you may be requested to make an appointment as not all questions can be easily answered using this medium.

## **Faculty of Commerce and Administration Offices**

### Railway West Wing (RWW) - FCA Student and Academic Services Office

The Faculty's Student and Academic Services 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 Student and Academic Services Office on (04) 463 5376.

### Easterfield (EA) - FCA/Education/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce and Administration, Education 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.
- Forms for FCA Student and Academic Services (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

## **General University Policies and Statutes**

Students should familiarise themselves with the University's policies and statutes, particularly the Assessment Statute, the Personal Courses of Study Statute, the Statute on Student Conduct and any statutes relating to the particular qualifications being studied; see the Victoria University Calendar available in hard copy or under 'About Victoria' on the VUW home page at [www.vuw.ac.nz](http://www.vuw.ac.nz).

## **Student 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 are to be taken if there is a complaint. For information about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor or refer to the statute on the VUW policy website at [www.vuw.ac.nz/policy/studentconduct](http://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](http://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; class representatives may be able to help you in this. If you are not satisfied with the result of that meeting, see the Head of School or the relevant Associate Dean; VUWSA Education Coordinators are available to assist in 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 at [www.vuw.ac.nz/policy/academicgrievances](http://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. The University defines plagiarism as follows:

*The presentation of the work of another person or other persons as if it were one's own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other student or staff.*

It is still plagiarism even if you re-structure the material or present it in your own style or words.

*Note: It is however, perfectly acceptable to include the work of others as long as that is acknowledged by appropriate referencing.*

Plagiarism is prohibited at Victoria and is not worth the risk. Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct and may be penalised severely. Consequences of being found guilty of plagiarism can include:

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

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

## **Students with Impairments**

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities the same opportunity as 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, 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 (DSS) to discuss your individual needs and the available options and support on a confidential basis. DSS are located on Level 1, Robert Stout Building, telephone (04) 463 6070, email [disability@vuw.ac.nz](mailto:disability@vuw.ac.nz). The name of your School's Disability Liaison Person is in the relevant prospectus or can be obtained from the School Office or DSS.

## **Student Support**

Staff at Victoria want students to have positive learning experiences at the University. Each Faculty has a designated staff member who can either help you directly if your academic progress is causing you concern, or quickly put you in contact with someone who can. Assistance for specific groups is also available from the Kaiwawao Māori, Manaaki Pihipihinga or Victoria International.

In addition, the Student Services Group (email [student-services@vuw.ac.nz](mailto:student-services@vuw.ac.nz)) is available to provide a variety of support and services. Find out more at [www.vuw.ac.nz/st\\_services/](http://www.vuw.ac.nz/st_services/).

VUWSA employs 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 (tel. 04 463 6983 or 04 463 6984, email [education@vuwsa.org.nz](mailto:education@vuwsa.org.nz)) is located on the ground floor, Student Union Building.

**Manaaki Pihipihinga - Maori and Pacific Mentoring Programme (Faculty of Commerce and Administration)**

This is a mentoring service for Maori and Pacific students studying at all levels. Weekly one hour sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade, and Room 210 and 211, Level 2, Railway West Wing. Sessions cover drafting and discussing assignments, essay writing, and any questions that may arise from tutorials and/or lectures. A computer suite networked to Cyber Commons is available for student use.

To register with Manaaki Pihipihinga, please contact one of the following:

Puawai Wereta  
Room 210, Level 2  
Railway West Wing  
Tel. (04) 463 8997  
Email: Puawai.Wereta@vuw.ac.nz

Fa'afoi Seiuli  
Room 109 B  
14 Kelburn Parade  
Tel. (04) 463 5842  
Email: Faafoi.Seiuli@vuw.ac.nz