

School of Information Management

INFO 322: INFORMATION SYSTEMS IMPLEMENTATION

Trimester Two 2006

COURSE OUTLINE

Contact Details

Course Coordinator:	Name:	Associate Professor Pak Yoong
	Room:	EA225, Easterfield Building, Kelburn Campus
	Tel:	463 5878
	Email:	pak.yoong@vuw.ac.nz
	Fax	463 5446
Office hours:	By appointment	

Tutor:	Name:	Julie Watson
	Room:	EA209, Easterfield Building, Kelburn Campus
	Tel:	463 7437
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	Fax	463 5446
Office hours:	By appointment	

Class Times and Room Numbers

Dates:	12th July to 11th October, 2006
Lectures:	Wednesday, 4:10 – 6:00 pm; Venue: MY LT 220
Tutorials:	Weekly (for Week 7 - 12): Times and venues will be announced in class and on Blackboard in first week.
Workshop:	Sunday, 13 August 2006, 12 noon to 5.00 pm

Course 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 (70%)

Project Assignment #	Testing Objectives	Due Date	% of final mark
Project Assignment 1	1 and 2	9 August 2006	20
Project Assignment 2 (Part 1)	3 and 4	20 September 2006	35
Project Assignment 2 (Part 2)	3 and 4	11 October 2006	15

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

(b). 2-hour final examination (30%) – will assess Objectives 1 to 4

This will be a 2 hour closed book examination held in the external examinations period (16 October to 10 November 2006). 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.

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.

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 12 Jul	Course details and arrangements Introduction to IS implementation Academic writing skills (Part 1) Tutorial and workshop arrangements	Chap 1	
2	Wed 19 Jul	Theories of IS implementation Academic writing skills (Part 2)	Chap 2	
3	Wed 26 Jul	Critical success factors	Chap 3 & 4	
4	Wed 2 Aug	Project selection, planning and scheduling	Chap 5	
5	Wed 9 Aug	Politics of implementation Discuss Assignment 2	Chap 6	Assignment 1 is due
5	Sun 13 Aug	Sunday workshop: 12 noon to 5 pm Team building and etc	Chap 7	
6	Wed 16 Aug	Leadership and project success	Chap 8	
--Mid Trimester Break--				
7	Wed 6 Sep	A Model of Digital Leadership		
8	Wed 13 Sep	Implementation champions	Chap 9	
9	Wed 20 Sep	The End Game	Chap 10 & 11	Assignment 2 (Part 1) is due
10	Wed 27 Sep	Implementation of a KM System – An Integration of Key Concepts	Chap 10 & 11	
11	Wed 4 Oct	Preparation for the presentation		
12	Wed 11 Oct	Summing up and final presentations		Assignment 2 (Part 2) is due
	Exam period 16 Oct – 10 Nov	FINAL EXAM		

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

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 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.

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. 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; 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.

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.

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. 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) is available to provide a variety of support and services. Find out more at 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) 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'afai Seiuli
Room 109 B
14 Kelburn Parade
Tel. (04) 463 5842
Email: Faafoi.Seiuli@vuw.ac.nz