

School of Information Management

MMIM 532: INFORMATION POLICY

Trimester Two 2006

COURSE OUTLINE

Contact Details

Coordinator Name: Dr. Dan Dorner
Room: EA213 Easterfield Building
Tel. 463-5781
Email: dan.dorner@vuw.ac.nz

Class Times and Room Numbers

Class time: Tuesdays between 17:40 – 19:30 pm
Room Location: Railway West Wing Room 129

Course Objectives

The objectives of MMIM532 are:

1. to examine the nature of and issues involved in information policy at all levels;
2. to explore the key players and processes involved in information policy development; and,
3. to examine the principles and practice of information policy development at the organizational level.

Assignment 1 relates to course objectives 1 and 2

Assignment 2 relates to course objective 3

Learning Outcomes

Students who complete this course will:

1. Understand the role of information policies at the international, national and organisational levels.
2. Comprehend how information policies are developed in relation to specific issues and in different environments.

3. Be aware of the tensions between public and private interests in relation to specific policy issues.
4. Be able to discuss the impact of digital information and telecommunication technologies on issues such as censorship, privacy, access to official information and transborder data flows.
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Course Content

In MMIM532 we examine the nature of information policy. Information policy covers a very wide range of issues. In this course, we will look at the political economy of information, the policy development process and we will examine international information policy issues, such as standards for telecommunications network interconnections and the transfer of information across borders. We will also focus on national issues, like the Digital Strategy, and government information management. Organisational issues, such as the retention and disposal of the organisation's records, and staff access to the Internet, will also be topics in our examination of information policies.

Course Schedule (DRAFT 13 June 2006)

Week	Date	Topic
1	11 July	Introduction to information policy; International, national and organizational levels (Orna, pages 7-18 includes Chapter 1)
2	18 July	Information policy at the organizational level; The audit and needs assessment – Establishing the ground (Orna, Chapter 2)
3	25 July	The political economy of information: Moving to the audit itself; Introduction to case study analysis (Orna, Chapter 3)
4	1 Aug	The Digital Strategy, including the digital divide – exclusion & information literacy & training issues; Case study 1
5	8 Aug	Telecommunications policy issues; Information auditing - interpreting and presenting the findings (Orna, Chapter 4)
6	15 Aug	Technology Issues; Security, Cyberterrorism; Case study 2
7	5 Sept	Censorship; From information audit to policy (Orna, Chapter 5)
8	12 Sept	Privacy Issues; Case study 3
9	19 Sept	Intellectual property issues; Developing and using an information strategy (Orna, Chapter 6)
10	26 Sept	Government information & E-Government; Information policy/strategy - Recapitulating the main ideas (Orna, Chapter 7)
11	3 Oct	Globalisation, Transborder data flow: Information policy/strategy – practical advice (Orna, Chapter 8)
12	10 Oct	Wrap up & presentations: Information audits and policy recommendations

Expected Workload

Students will be expected to work between 10 to 12 hours per week, on average based on the following: Reading course material: 4-5 hours; assignment preparation: 4-5 hours; attendance at classes: 2 hours. Note that students who leave preparation for the assignments to the last minute will find that the number of hours spent on the course will increase dramatically immediately before the due dates – therefore it is important to start preparing for assignments well before the due dates whenever possible.

Group Work

Group work will be required for the second assignment. It is anticipated that the group work will require students to spend approximately 2 hours per week over a four week period leading up to the submission of the final assignment.

Readings

The textbook for this course is *Information strategy in practice* by Elizabeth Orna, published in 2004 by Gower Publishing. It is available from the VUW bookstore – and also from Amazon.com. The price from the VUW bookstore will be approximately \$117.99.

The weekly reading material will be available online from the MMIM532 Blackboard site under Course Resources. There will be a separate folder for each week.

Assessment Requirements

This course will have two types of assignments: 3 case study analysis reports (worth 15% each), and a two-part information audit (Part I worth 25%; Part II worth 30%). Details are provided below.

Case analysis reports (worth 45% of final grade):

Background: In 3 of the 12 weeks in this course, you will be required to submit a report of your analysis of the key elements of the case that has been selected for discussion in the weekly seminar session. In week 3, we will have a practice run on a case, so that you become familiar with the case method of teaching and will have an opportunity to clarify any aspects of the style and content for the case analysis reports that are to follow.

Deadlines for submission: The case analysis reports are to be prepared prior to the start of class in weeks 3 (practice run), 4, 6, and 8. After each of these classes you will be given two days to revise your analysis so that the report you submit can take into consideration anything new that you learned during the class. You must submit each report into the Blackboard digital drop box for MMIM532 by 9:00 am on the Friday after the relevant class, i.e., on

- 28 July for practice case study in Week 3;
- 4 August for Case 1 in Week 4;
- 18 August for Case 2 in Week 6; and

- 15 September for Case 3 in Week 8

Wordcount: Each of the three reports will be a maximum of 800 words (approximately 4 pages of double spaced text). Each report will be worth 15% of the final grade.

Description of report content: The cases used in each week will describe an organisation, a group of organisations, or an information policy initiative — and the information policy-related situation faced by the decision-maker(s). Sometimes the cases will also present the decisions that the decision-makers made. In analysing a case, you will need to re-visit or re-consider the problem and issues (and the decisions made). In your analysis, you will need to examine the problem and discuss what you would do (or would have done) if you were in the decision-makers' shoes ... and why. The most important aspect is your justification of your analysis. Try to work in appropriate principles, frameworks, etc., which you have learned in this and other MIM courses. You may wish to include materials and references from other books, articles, web resources, etc. It is quite appropriate to include a list of references in your report as well.

In addition, each student will be required to present one of the weekly cases or part of a weekly case to the class. We will discuss the procedure for this component of the course in the third class.

Criteria for assessment:

You will be assessed on the following criteria:

- Evidence that understand the problem under discussion.
- The quality of the decisions you would (or would have) made.
- The justification in your analysis.
- Clarity of communication, including acknowledgement of sources.

Information Audit (55% of final grade):

Background: This is a two part assignment in which you will be required to work with one or two other people to conduct an information audit (Part I) and then on your own to make recommendations for an information policy based on an analysis of that audit (Part II).

The purpose of an information audit is to identify (1) the knowledge and information that an organisation needs to achieve its objectives; and (2) how it needs to use that knowledge and information. Our course textbook (pp. 55-57) lists five key areas that are relevant to any information audit:

1. Information resources (both content and containers);
2. Guardians and stakeholders;
3. Information flow and interactions;
4. Technology and systems to support the use of information;
5. How the cost-effectiveness of information is assessed.

During the course, we will discuss these areas and the types of questions that need answering in an information audit.

Deadline for submission: This assignment will be submitted in two parts to the Blackboard digital drop box for MMIM532. The deadline for submission of both parts is 5:00 pm on Monday, 9 October 2006.

Part I: Information Audit (25%)

Students will work in teams of two or three to conduct an information audit of an organisation (or a part of an organisation) and to present the audit in an oral report to the class in week 12 and in a written report to be submitted for grading. Your report must provide a brief description of the organisation and its objectives, along with a summary of the responses you received to the set of questions related to each of the key areas (listed above) that you asked of the relevant people within the organisation.

Criteria for Assessment for Part I:

You will be assessed on:

- the quality of the audit (including who was consulted, the questions that were asked, and the findings), and
- the clarity of communication in the report.

Part II: Policy recommendations (30%)

Each student will present an individual report in which he or she will analyse the findings of the audit performed in Part I, and make recommendations for an information policy based on that analysis. The report will be addressed to the Chief Information Officer (or person with equivalent responsibilities) in the organisation that he or she audited. Part II should be approximately 1200 to 1500 words in length (1500 word maximum).

Criteria for Assessment for Part II

Your report will be assessed on

- the logic and depth of your analysis of the audit,
- the quality of your policy recommendations, and
- the quality of presentation of the report including the clarity of communication.

Penalties relating to late submissions and word counts:

Late assignments

Assignments submitted after the deadline on the due date will have a 5% penalty per day imposed unless an extension has been granted by the course coordinator.

Word count

All work submitted MUST contain a word count, easily available from your word-processing program. The word count should appear under your name. (Note: your name should appear only on the back of the last page of the assignment.) A penalty of up to 5% will be imposed for going over the maximum word count or for not including a word count with your paper.

Communication of Additional Information

Additional information including changes to class times/locations will be conveyed via Blackboard and via email. Make certain that your email addresses are up-to-date so that communication sent via the Blackboard system will reach you.

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