TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

School of Information Management

INFO 201
INTRODUCTION TO INFORMATION SYSTEMS MANAGEMENT

Trimester One 2007

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
Office hours:	by appointment (request via e-mail)
Lecturer:	Allan Sylvester
Room:	EA 118
Email:	Allan.Sylvester@vuw.ac.nz (preferred)
Office hours:	2:00 pm – 3:00 pm Friday (and by appointment—request via e-mail)
Senior Tutor:	Xiao Yi Guan
Room:	EA 111
Phone:	463 6998
Email:	Xiaoyi.Guan@vuw.ac.nz
Office hours:	10:00 am – 5:00 pm Monday & Wednesday 10:00 am – 4:00 pm Tuesday, Thursday, and Friday
Tutors:	Nivea Nicolas Kay Lock

Class Times and Room Numbers

Lectures:	Friday	12:00 – 13:50	MC LT 102	John/Allan
Tutorials:	Monday	10:00 – 10:50	MY302	Nivea
	Monday	11:00 – 11:50	MY302	Nivea
	Tuesday	09:00 – 09:50	CO 245	Kay
	Tuesday	14:10 – 15:00	MY302	Kay
	Tuesday	15:10 – 16:00	MY302	Kay
	Wednesday	09:00 – 09:50	MY107	Kay
	Wednesday	11:00 – 11:50	MY302	Kay
	Wednesday	12:00 – 12:50	CO 245	Kay
	Wednesday	13:10 – 14:00	MY302	Kay
Examination:	To be advised (during 5-29 June 2007 examination period)			

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

Course Objectives

Course Aims

This course addresses management of information systems within an organisation. It investigates the business impact of Information Systems (IS), from a managerial perspective. The aim is to equip students with the knowledge and skills required to successfully utilise information systems to add value to an organisation.

Course Objectives

A student who has successfully completed this course, should to be able to:
1. Explain the role of the Information Systems and Technology (IST) function within the management activities of a firm,
2. Distinguish the strategic, tactical and operational IST management functions and processes in a modern organisation,
3. Identify the forces that impact on organisations and discuss the role of the IST function in responding to them,
4. Explore the management issues facing Information Systems professionals when working within complex environments subjected to constant change.

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	Tutorial	Notes
1	2 Mar	AS	Welcome to the Course Introduction to IT Management	*No tutorial this week*	
2	9 Mar	JG	IT Governance, COBIT	Intro	
3	16 Mar	JG	IS structures, CIO, PMO	COBIT	
4	23 Mar	JG	IT process frameworks	Role of the CIO	
5	30 Mar	JG	Service Level Management, financial management for IT	ITIL, CMM	
6	6 Apr		NO CLASS—EASTER FRIDAY	SLM	Assignment #1 due Thursday 5 April

				Mid-Trimester break		
7	27 Apr	AS	IS Architecture	Case analysis technique	
8	4 May	AS	Configuration, cost of ownership, ITIL, role of vendors	Architecture analysis	
9	11 May	AS	Change management, stakeholders	IS operations planning	
10	18 May	AS	Security, system availability and continuity	Service desk, incident and problem management	
11	25 May	AS	Service quality management	Recovery and resilience	
12	1 Jun	AS, JG	Future IS operations trends	Revision and examination preparation	Assignment #2 due Monday 28 May
				Study Week		
			EXAMINATION		TBA

Expected Workload

In Trimester 1, there are 12 weeks of lectures and tutorials, a 2 week mid-term break, and a study week before the examination period. The workload expectation in Trimester 1 is about 12 hours per week, comprising:

2 hours	attending class (1 x 2-hour classes)
1 hours	attending your tutorial session (1 x 1-hour session)
3 hours	background reading and pre-class preparation
4 hours	assignments
2 hours	post-class review and final examination revision

This is an average workload—actual workload will vary both with individuals and from week to week during the trimester.

Readings

There is no textbook for this course. Readings and handouts will be distributed or made available via Blackboard. Not every session will have specified readings. Students are expected to make use of the library's physical and electronic resources and both follow-up on referenced sources and research the lecture topics themselves.

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.

<u>Ad-hoc Lab Access</u>
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	10%	Hand-in at tutorial each week
Assignment #1	25%	Due Thursday, 5 April 2007
Assignment #2	25%	Due Monday, 28 May 2007
Examination (3 hours)	40%	To be scheduled
TOTAL	100%	

<u>Tutorial Attendance and Tutorial Briefs (10%)</u>
Tutorials are an integral part of this course and attendance is critical if you are to successfully meet the course objectives. Tutorial assessment has two main components, your tutorial participation and your tutorial brief.

The tutor assesses the participation component based on your contribution to the tutorial discussions. Your contribution to the discussion is a combination of how well you listen to others, and remarks and points that you make that move the tutorial discussion forward. Merely talking a lot or simply agreeing with and reiterating other participants' comments are not the way to get the best score for participation.

The tutorial briefs are a form of preparation for the tutorials. At the beginning of each of the tutorials (except the final session in Week 12), you will submit a brief to your tutor that discusses the week's readings in the context of the tutorial topic (any 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.

<u>Assignment 1 (25%)</u>

This assignment is a research essay (2000 – 3000 words). Detailed assignment and requirements will be posted on Blackboard and be distributed in the first lecture. The assignment will be discussed in more detail in the second lecture.

Due: Thursday 5 April, **13:00** – Assignment hand-in box **A3**, School of Information Management, first floor, Easterfield building.

<u>Assignment 2 (25%)</u>

This assignment an independent case analysis (maximum 3000 words) of the case - ***The Online Effect**: Transitioning from the legacy help desk to the online task management system,* which will be made available through Blackboard. Your analysis will be guided by question sheet handed out during class in Week 6.

The questions for the case assignment are similar to those that will be discussed each week for the tutorial case. To do well in the case assignment you are strongly advised to draft a section each week.

Note: quality of writing matters more than word count. If you can answer the questions given thoroughly in fewer words you will not lose marks. Diagrams and flowcharts <u>that support</u> your discussion are welcome. Correct referencing and acknowledgement of sources is required.

Due: Monday 28 May, **13:00** – Assignment hand-in box **A3**, School of Information Management, first floor, Easterfield building.

<u>Final Exam (40%)</u>

The final exam will be a 3 hour university supervised closed book 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-answer and short-essay questions covering aspects of most of the topics discussed during the lectures and tutorials. Unless otherwise stated, all material covered during the course will be assessable. More detailed information 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:**
>
> * *<u>No extension is possible based on a student's workload</u>. You are expected to manage your workload to ensure there is sufficient time to complete assessments as required.*
>
> * *<u>You are expected to back up your work</u> – 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).*
>
> * *<u>Do not leave submitting your work to the last minute</u> – 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.*
>
> * *<u>Working together</u> – 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 <u>develop your solution</u>, **the work must be ENTIRELY your own**. In this way, we will have <u>your</u> perspective on the topic - not someone else's!*

Mandatory Course Requirements

In addition to achieving the minimum course mark required for a pass this course (50%), you must:
- Attain at least 40% of the possible marks for the final exam.

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.

<u>Use of Blackboard</u>

Course Material: Basic course material and announcements will be published on Blackboard on a regular basis.
Course Readings: Course readings will be made available through Blackboard as explained in the "Readings" section earlier in this document.
Announcements: The announcements page for the course will be used to distribute course announcements. You will need 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.
Course discussion boards are available as part of the Blackboard site. Course discussion boards are intended primarily as a student forum for INFO 201 related questions. Please attempt to answer each others questions; it often helps your own learning to explain topics to a classmate. Follow-up assistance will be available initially from tutors and secondly from instructors if peer responses are not forthcoming or contain inaccuracies. Please don't use the forum for course related personal inquiries (e.g. an inquiry about your grades); these should go directly to the Senior Tutor.
Gradebook: Tutorial and assignment marks will be made available through the Gradebook provided in Blackboard.

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 or go to www.vuw.ac.nz/policy.

For information on the following topics, go to the Faculty's website www.vuw.ac.nz/fca under Important Information for Students:

- Academic Grievances
- Academic Integrity and Plagiarism
- Student and Staff Conduct
- Meeting the Needs of Students with Impairments
- Student Support

Manaaki Pihipihinga Programme

Manaaki Pihipihinga is an academic mentoring programme for undergraduate Māori and Pacific students in the Faculties of Commerce and Administration, and Humanities and Social Sciences. Sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade (back courtyard), Room 109D, and Room 210, Level 2, Railway West Wing. There is also a Pacific Support Coordinator who assists Pacific students by linking them to the services and support they need while studying at Victoria. Another feature of the programme is a support network for Postgraduate students with links to Postgraduate workshops and activities around Campus.

For further information, or to register with the programme, email manaaki-pihipihinga-programme@vuw.ac.nz or phone (04) 463 5233 ext. 8977. To contact the Pacific Support Coordinator, email pacific-support-coord@vuw.ac.nz or phone (04) 463 5842.