
School of Information Management

INFO 322: INFORMATION SYSTEMS IMPLEMENTATION

Trimester One 2007

COURSE OUTLINE

Contact Details

Course Coordinator:	Name:	Associate Professor Pak Yoong
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Office hours:	By appointment	

Tutors:	Name:	Terese Soderling and Kay Lock
Office hours:	By appointment	

Class Times and Room Numbers

Dates:	1st March to 31 st May, 2007
Lectures:	Thursday, 10:00 – 11:50 pm; Venue: MY 101
Tutorials:	Weekly (for Week 7 - 12): Times and venues will be announced in class and on Blackboard in first week.
Workshop:	Sunday, 1st April 2007, 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	28 March 2007	20
Project Assignment 2	3 and 4	9 May 2007	35
Project Assignment 2 (Part 2)	3 and 4	31 May 2007	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 (8th to 27th June 2007). 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 4.00 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.

Lecture Schedule

Wk	Dates	Focus and Topics covered	Readings (in advance)	Comments
1	Thu 1 Mar	Course details and arrangements Introduction to IS implementation Academic writing skills (Part 1) Tutorial and workshop arrangements	Chap 1	
2	Thu 8 Mar	Theories of IS implementation Academic writing skills (Part 2)	Chap 2	
3	Thu 15 Mar	Critical success factors	Chap 3 & 4	
4	Thu 22 Mar	Project selection, planning and scheduling	Chap 5	
5	Thu 29 Mar	Politics of implementation Discuss Assignment 2	Chap 6	Assignment 1 is due (by 4 pm, Wed 28 Mar)
5	Sun 1 Apr	Sunday workshop: 12 noon to 5 pm Influence skills, Assignment 2 project start-up and etc	Chap 7	
6	Thu 5 Apr	Implementation champions Leadership and project success	Chap 8 Chap 9	
		--Mid Trimester Break--		
7	Thu 26 Apr	Leadership and project success (cont)	Chap 8	
8	Thu 3 May	A Model of Digital Leadership		
9	Thu 10 May	The End Game	Chap 10 & 11	Assignment 2 (Part 1) is due (by 4 pm, 9 May)
10	Thu 17 May	Implementation of a KM System – An Integration of Key Concepts	Chap 10 & 11	
11	Thu 24 May	Preparation for the presentation		
12	Thu 31 May	Summing up and final presentations		Assignment 2 (Part 2) is due
	Exam period (8th to 27th June 2007)	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 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.