

School of Information Management

MMIM 502: MANAGING IN THE INFORMATION AGE

Trimester One 2007

COURSE OUTLINE

Contact Details			
Course Coordinator:	Name	Dr Val Hooper	
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Programme Co-ordinator:	Name	Ruth Neethling	
	Room	EA SIM Reception	
	Tel	463- 5309	Email: ruth.neethling@vuw.ac.nz
	Dates:	Thursdays 1 March – 32 May 2007, excluding mid-trimester break (12 lectures in total)	
Times:	17:40 - 19.30		
Venue:	RLWY 129		

Course Objectives

What is happening is the rise of an entirely new 'system for wealth creation'
[Its appearance undermines] every pillar of the old power system, ultimately transforming
family life, business, politics, the nation-state, and the structure of global power itself

- Alvin Toffler

Within the last few decades IT and IS have had an enormous impact on organizations and their ability to gain and maintain a competitive advantage. This impact has been most significantly felt at managerial level. Management in organizations is suffused with information resources.

Management is about ensuring the most effective and efficient use of resources in an organization to ensure the sustained existence, growth and competitiveness of that organization. Management is concerned with the optimal use of inputs, transformation and production of outputs, set against a multitude of influential environmental factors. Management is about a portfolio of various activities – planning, leading, organizing, co-ordinating, communicating, controlling and reporting.

It is against this backdrop that we address the challenge of assessing the impact of IT and IS developments on the way in which organizations are, and can be managed, and the way in which organizations, in turn, direct the development of IT and IS. In addition, we examine how IT and IS impact on the other organizational resources and how maximum synergy can be achieved between the various inputs.

Learning Outcomes

By the end of the course students should be able to demonstrate skills in understanding and analyzing the recursive influence of IT / IS and organizations upon one another.

They should be able to appreciate the key managerial issues and the way in which IS has, and can, impact upon them

They should be able to appreciate the multiple challenges facing managers in the information age and the way in which IT / IS can help address them

Course Content and Schedule

Class	Date	Topic	Deliverables
1	1 March	Introduction, and Background to the information age	
2	8 March	Changing nature of organizations and business models	
3	15 March	Virtual organizations	
4	22 March	Managing people	
5	29 March	Leadership	Individual assignment 1 submission
6	5 April	Managing information assets	
7	26 April	Managing technology	Case study analysis submission
8	3 May	The challenge of security	
9	10 May	Strategy and information	
10	17 May	Managing change	Individual assignment 2 submission
11	24 May	Decision making	
12	31 May	Legal and ethical issues	Group project submission

- *Additional readings will be distributed to the students as the course progresses.*
- *It is expected that there will be a guest speaker.*

Course Resource Materials

Recommended reading*

There is no textbook for this course. However, the following book provides some interesting and pertinent reading. The relevant chapters will be indicated along with the readings for each week.

Dickson, Gary W. & DeSanctis, Geraldine. *Information technology and the future enterprise: new models for managers*. Prentice-Hall, Upper Saddle River, New Jersey, 2001.

Library resources, especially but not exclusively:

- MIS Quarterly
- Journal of Information Systems Management
- Journal of Strategic Information Systems
- MIS New Zealand
- ComputerWorld (New Zealand)
- ComputerWorld (US)
- Information Strategy: The Executive's Journal
- Harvard Business Review

Assessment

Assessment will be comprised as follows:

- | | |
|---------------------------|-----|
| ▪ Class participation | 20% |
| ▪ Individual assignment 1 | 15% |
| ▪ Individual assignment 2 | 15% |
| ▪ Case study analysis | 20% |
| ▪ Group project | |
| ○ Individual component | 20% |
| ○ Group component | 10% |

There will be no final exam in this course.

A weighted average of the assessment marks will determine whether a student passes the course.

Class participation

Students are expected to attend every class. Where absenteeism is unavoidable, the lecturer should be informed in advance as far as possible.

As an important component of the course is the interaction and sharing of ideas and perspectives during the class sessions, participation in the class discussions will be monitored carefully. The emphasis will lie on the quality of contributions rather than on the frequency. Particularly valued will be:

- Effective starting of a discussion
- Injection of a unique perspective into a discussion
- Inter-relating of various perspectives
- Drawing together things learnt during the discussion
- Relating discussions on new topics to those already covered
- Researching and presenting information beyond the confines of the prescribed readings

Each class will contain a critical review of the readings assigned for that session. While everyone is expected to have prepared these readings, individual students will be assigned certain tasks per session:

- (a) Some will be required to provide a one-page critical review of a specific reading.
- (b) Some will be required to develop three insightful questions pertaining to a specific reading and to lead a short discussion.
- (c) Some will be required to source two additional readings, which relate meaningfully to the topic of that session and to provide a one-page critical review of each article.

Copies of the (a) critical reviews (b) questions and (c) additional readings plus critical reviews will be distributed to the class before the relevant lecture.

Individual assignments

These two individual assignments will be announced at least two weeks in advance. They will be based primarily on secondary research with a strong emphasis on academic rigour.

More details regarding the topics and length of the assignments will be provided nearer the time.

Case study analysis

The case study will be distributed at least two weeks in advance.

The analysis should identify the key issues and challenges faced by the managers / decision makers in the case and should present a substantial argument for what they ought to do.

Guidelines for the analysis of case studies, and more details regarding the length of the analysis will be provided nearer the time.

Group project

The group project is “the golden thread” which will weave its way through your course. The project will be constructed incrementally as the various lecture topics are dealt with, the completed project being submitted at the end of the course. The final project will be assessed in terms of both a group and an individual component.

Progress will be monitored by means of various mechanisms such as randomly requested feedback to the class.

Specific details will be provided at the introductory class.

Grading standards

Letter Grade	Number grade	Approx Dist'n *	Simple Description	More Complete Description**
A+	Over 84	4%	Outstanding	Far exceeds requirements, flawless, creative
A	80-84	10%	Excellent	Polished, original, demonstrating mastery
A-	75-79	14%	Very Good	Some originality, exceeds all requirements
B+	70-74	22%	Good	Exceeds requirements in some respects
B	65-69	26%	Satisfactory	Fulfills requirements in general
B-	60-64	18%	Acceptable	Only minor flaws. Unoriginal
C+	55-59	4%	Pass	Mistakes, recapitulation of course material
C	50-54	2%	Minimum pass	Serious mistakes or deficiencies
D	40-49	1%	Unacceptable	Little understanding, poor performance
E	00-39	1%	Fail	Below the minimum required

* This is the hypothetical percentage of students that would attain the various levels of performance, over several repetitions of the course, under similar conditions. It is recognized that the distribution in a particular course, particularly with small enrolment, may differ markedly from the long-term distribution.

All individual work submitted for assessment should be substantially the student's own, although discussion of developing ideas with other students is encouraged.

Assignments:

Format of assignments

Assignments must be submitted in hard copy to the Course Coordinator. They should be computer-formatted, 12pt font, 1.5 line spacing, single sided papers, to allow for written comments on the paper. Title page, table of contents, bibliography and appendix material do not count toward the required assignment length. Any academically accepted bibliographic standard may be used, although APA is preferred.

In addition, an electronic version of assignments should be forwarded to the Course Coordinator.

Penalties for Lateness & Excessive length

In keeping with standards of professionalism appropriate to this programme, it is expected that deadlines will be honoured. In fairness to students who complete work on time, work submitted after the due date/ time will incur penalties for lateness. The penalty is up to 5% of the report's grade per day (or part thereof) late. Unusual or unforeseeable circumstances (e.g. serious illness, family bereavement) may lead to a waiver of this penalty but need to be discussed with the Course Coordinator as soon as possible.

Word limits should be adhered to, especially so when they provide a guide to limiting the student's coverage of a topic.

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

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

The Pacific Support Coordinator is also available on the Pipitea Campus, Room 212, Level 2, Railway West Wing, every Thursday, 1-4pm. No appointment is necessary. You can either come in, email or phone with any issue that you need help with. Fa'afoi links Pacific students to the services and support they need while studying at Victoria.