



School of Information Management

INFO 201
INTRODUCTION TO INFORMATION SYSTEMS
MANAGEMENT

Trimester One 2008

COURSE OUTLINE

Contact Details

Course Co-ordinator: Janet Toland

Room: EA109

Phone: 463 6861

email: Janet.Toland@vuw.ac.nz

Office Hours: Thurs 1.00 p.m. to 2.30 p.m. or email for appointment

Senior Tutor

Xiao Yi Guan

Room: EA111

Phone: 463 6998

Fax: 463 5446

Email: Xiaoyi.Guan@vuw.ac.nz

Office Hours: Mon to Fri 10.00 a.m. to 2.00 p.m.

Class Times and Room Numbers

<i>Lectures:</i>	Thursday	15:10 – 17.00	HM LT 206	
<i>Tutorials:</i>	Monday	09.00 – 09.50	KK201	Nivea
	Monday	10:00 – 10:50	EA004	Nivea
	Monday	14.10 – 15.00	KP24103	Paul
	Tuesday	09:00 – 09:50	CO 403	Nivea
	Tuesday	10.00 – 10.50	CO 403	Nivea
	Tuesday	14.10 – 15.00	KP24103	Hugo
	Tuesday	15.10 – 16.00	KP24103	Paul
	Tuesday	16.10 – 17.00	KP24103	Paul
	Tuesday	17.10 – 18.00	EA004	Paul
	Wednesday	12:00 – 12:50	CO403	Hugo
	Wednesday	14.10 – 15.00	MY632	Hugo
	Wednesday	15.10 – 16.00	KP20101	Hugo
	EXAMINATION	To be advised –	during June 6th to June 25 th Examination period	

Tutors Paul Atkinson
 Hugo (Xiaoyi) Gong
 Nivea Nicolas

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 most tutorials 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	Wk/ Beg	Topic	Tutorial	Notes
1	25 Feb	Welcome to the Course Introduction to IT Management		
2	3 Mar	Academic research & writing skills/ Structure of the IT function	Intro	
3	10 Mar	IT Governance	IT management	Tutorial assignment 1 due
4	17 Mar	IT Service Management/ ITIL	The IT Function	Assignment 1 Checkpoint
5	24 Mar	Role of the CIO	Repeat tutorial	Due to Easter only one tutorial in Weeks 4 & 5
6	31 Mar	Call centres & service level agreements	Role of the CIO	Assignment #1 due Thursday 3 April
7	7 Apr	IS Architecture	Case analysis technique	Tutorial assignment 2 due
8	28 Apr	End user development	The Online Effect	Tutorial assignment 3 due
9	5 May	Outsourcing	The Online Effect	Tutorial Assignment 4 due
10	12 May	Security	Up in Smoke	Assignment 2 Checkpoint
11	19 May	Alignment	Up in Smoke	Tutorial Assignment 5 due
12	26 May	Future IS operations trends/ Revision	<i>No tutorial this week</i>	Assignment #2 due Thursday 29 May

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

A set of course readings must be purchased from student notes. It is essential that students have the course readings before attending the first tutorial.

Further readings and handouts will be distributed or made available via blackboard. These will typically be 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.

Ad-hoc Lab Access

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 as specified
Assignment #1	20%	Due Thursday, 3 April 2008
Assignment #2	20%	Due Thursday 29 May 2008
Examination (3 hours)	50%	To be scheduled
TOTAL	100%	

Tutorial Attendance and Tutorial Briefs (10%)

Tutorials are an integral part of this course and attendance is compulsory. You must attend at least 7 out of 9 tutorials to pass the course. Tutorial assessment has two main components, your tutorial attendance and your tutorial brief.

The tutorial briefs are a form of preparation for the tutorials. At the beginning of most tutorials, 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 between one and two A4 pages 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 brief contributes 2% to the overall assessment of the course. There are 5 briefs making 10% in total.

Assignment 1 (20%)

This assignment is a research essay (2000 – 3000 words). Detailed assignment 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 3 April, **15:00** – Assignment hand-in box **A3**, School of Information Management, first floor, Easterfield building.

Assignment 2 (20%)

This assignment an independent case analysis (maximum 3000 words) of Power Conflict Commitment & the Development of Sales & Marketing IS/IT Infrastructures at Digital Devices, Inc., which will be made available through Blackboard. Your analysis will be guided by a question sheet handed out during class in Week 7.

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 that support

your discussion are welcome. Correct referencing and acknowledgement of sources is required.

Due: Thursday 29 May, 15:00 – Assignment hand-in box A3, School of Information Management, first floor, Easterfield building.

Final Exam (50%)

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:

- *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 submitting your work to the last minute – 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.*
- *Working together – 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 develop your solution, the work must be ENTIRELY your own. In this way, we will have your perspective on the topic - not someone else's!*

Mandatory Course Requirements

In order to pass the course students must

- Obtain an overall average of 50%
- Attend and participate in 7 out of 9 tutorials

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.

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 on the ground floor (EA005). This counter is the first point of contact for :

- 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.

Notice of Turnitin Use

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <<http://www.turnitin.com>>. Turnitin is an on-line plagiarism prevention tool which identifies material that may have been copied from other sources including the Internet, books, journals, periodicals or the work of other students. Turnitin is used to assist academic staff in detecting misreferencing, misquotation, and the inclusion of unattributed material, which may be forms of cheating or plagiarism. You are strongly advised to check with your tutor or the course coordinator if you are uncertain about how to use and cite material from other sources. Turnitin will retain a copy of submitted materials on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

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.victoria.ac.nz/home/about/policy/students.aspx

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

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

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 students 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 penalized 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:

www.victoria.ac.nz/home/studying/plagiarism.html

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 6015. To contact the Pacific Support Coordinator, email pacific-support-coord@vuw.ac.nz or phone (04) 463 5842.