

School of Information Management

## **INFO 322: INFORMATION SYSTEMS IMPLEMENTATION**

Trimester One 2008

### **COURSE OUTLINE**

#### **Contact Details**

Course Coordinator:	Name:	Associate Professor Pak Yoong
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Tutor:	Name:	Ms Felicity Stickney
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Office hours:	By appointment	

#### **Class Times and Room Numbers**

Dates:	25 February to 30 May, 2008
Lectures:	Friday, 9:00 – 10:50 pm; Venue: HM 001
Tutorials:	Weekly (for Week 7 - 12): Times and venues will be announced in class and on Blackboard.
Workshop:	Sunday, 6 April 2008, 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%)

Assignment #	Testing Objectives	Due Date	% of final mark
Assignment 1	1 and 2	27 March 2008	20
Assignment 2	3 and 4	8 May 2008	35
Assignment 2 (Part 2)	3 and 4	30 May 2008	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. 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:

- attended at least four tutorials; 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	Fri 29 Feb	Course details and arrangements Introduction to IS implementation Academic writing skills (Part 1) Tutorial and workshop arrangements Discuss Assignment 1	Chap 1	
2	Fri 7 Mar	Theories of IS implementation Academic writing skills (Part 2)	Chap 2	
3	Fri 14 Mar	Critical success factors	Chap 3 & 4	
4	Fri 21 Mar	Easter Break		
5	Fri 28 Mar	Politics of implementation Discuss Assignment 2	Chap 6	Assignment 1 is due (by 4 pm, Thursday 27 March, 2008)
5	Fri 4 Apr	Implementation champions Leadership and project success	Chap 8 Chap 9	
6	Sun 6 Apr	Sunday workshop: 12 noon to 5 pm Influence skills, Assignment 2 project start-up and etc		
7	Fri 11 Apr	Leadership and project success (cont)	Chap 8	Tutorials commence
		--Mid Trimester Break--		
8	Fri 2 May	A Model of Digital Leadership		
9	Fri 9 May	The End Game	Chap 10 & 11	Assignment 2 (Part 1) is due (by 4 pm, Thursday, 8 May)
10	Fri 16 May	Implementation of a KM System – An Integration of Key Concepts	Chap 10 & 11	
11	Fri 23 May	Preparation for the presentation		
12	Fri 30 May	Summing up and final presentations		Assignment 2 (Part 2) is due
	Exam period	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 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. *At the discretion of the School, handwritten work may be copy typed by the School and subject to checking by Turnitin.* 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](http://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](http://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](http://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](mailto:manaaki-pihipihinga-programme@vuw.ac.nz) or phone (04) 463 6015. To contact the Pacific Support Coordinator, email [pacific-support-coord@vuw.ac.nz](mailto:pacific-support-coord@vuw.ac.nz) or phone (04) 463 5842.