
School of Information Management
MMIM 502 Managing in the Information Age

Trimester Two 2008

COURSE OUTLINE

Names and Contact Details

Course Coordinator:	Name	Dr Val Hooper		
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Trimester Dates

Monday 7 July to Saturday 8 November 2008

Class Times and Room Numbers

Mondays 17:40 – 19:30 in RLWY 315

Course Content

Class	Date	Topic	Deliverables
1	7 July	Introduction, and Background to the information age	
2	14 July	Changing nature of organizations and business models	
3	21 July	Virtual organizations	
4	28 July	Managing people	
5	4 Aug.	Leadership	Individual assignment 1 submission

6	11 Aug.	Managing information assets	
7	1 Sept.	Managing technology	Case study analysis submission
8	8 Sept.	Outsourcing	
9	15 Sept.	Strategy and information	
10	22 Sept.	Managing change	Individual assignment 2 submission
11	29 Sept.	Decision making	
12	6 Oct.	Legal and ethical issues	Group project submission

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.

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

Expected Workload

On average students can expect to spend at least 10 hours per week on their course work preparation. However, given that this is an advanced degree and students might be stimulated to pursue their own exploration of certain topics, this can be variable.

The important thing is to keep up a steady work pace and not fall behind.

Group Work

Students will submit one group project (see Assessment Requirements below). Over and above class time, the group project should not entail more than 10-12 hours in group meeting time.

Readings

There is no textbook for this course. Article readings will be allocated for each week. However, the following book provides some interesting and pertinent information. 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.

Apart from the commerce databases such as Proquest, good journal resources include:

- 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 Requirements

Assessment will be comprised as follows:

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|---------------------------|-----|
| ▪ 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.

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.

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
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* 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.

Penalties

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.

Mandatory Course Requirements

Students are required to attend at least 75% of the classes in order to pass the course.

Communication of Additional Information

Additional information or changes to the course will be conveyed by means of in-class announcements, Blackboard announcements, e-mail, and in urgent cases, telephonically. Please ensure that you check these communication channels regularly and that we have your correct contact details.

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.

Use of Turnitin

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 Head of 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

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: including the work of others will not be considered plagiarism as long as the work 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:

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.