

School of Information Management

MMIM 513 – MANAGING IT-RELATED CHANGE

Second Trimester 2008

COURSE OUTLINE

Contact Details

	Staff	Room	Email & Telephone
Course Co-ordinator & Lecturer	David Johnstone	EA218*	David.johnstone@vuw.ac.nz Ph. 463-5877

* NB: "EA" refers to the Easterfield Building on the Kelburn Campus.

Class Times and Room Numbers

Course Dates: 7 July – 7 November, 2008

Lecture Time: Wednesdays, 5:40 – 7:30pm

Lecture Room: RWW 415 (Railway Station)

Course Objectives

Students successfully completing this course should be able to:

1. Demonstrate an understanding of organisational change at a broad level, with a focus on the unique features of IT-related change, and the issues raised in research into this area. [*Assessments 1-3*]
2. Construct a proposal for an IT-related change initiative for an organisation – establishing a business case, describing the planning involved, and selecting an appropriate change framework to manage the change. [*Assessment 1*]
3. Investigate specific aspects of IT-related change as they apply to an organisation's approach to managing IT-related change. [*Assessment 2*]

Course Content & Readings

A weekly schedule is included at the end of this document.

There is no textbook set for this course. Instead, readings will be made available either electronically (on Blackboard) or in hard copy form in class. *Either way, students are expected to have read the readings before the relevant lecture for that week.*

Assessment Requirements

Course assessment will be based on the following:

1. Change Proposal Assignment	30%
2. Research Project:	
a) Research proposal	5%
b) Research report	30%
c) Research presentation	15%
3. Class participation	
a) Discussion questions	10%
b) Discussion participation & leadership	10%
TOTAL	100%

Details of each assessment are provided in separate documents. A summary follows:

Change Proposal Assignment (30%)

Students will be asked to construct a proposal for a new IT-related change initiative in an organisation they know (typically their workplace). Emphasis will be placed on a discussion of how best to manage the change, applying different frameworks from the literature.

Individual Research Project (50%)

Students will bid for topics, and once allocated, will each focus on an issue within that topic that will lead to a review of the literature in that area, and a critique of the quality, usefulness and direction of the most important contributions.

The overall project is made up of a proposal (early in the course), a research report (focussing on reviewing & critiquing the literature), and a brief presentation (covering the findings of the investigation).

Class Participation (20%)

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

The participation component of the final course grade is made up of two parts:

- Submission of questions relevant to each reading (10%); and
- General participation in, and occasional leadership of, class discussion (10%).

Penalties and Marking

There will be no penalties over late hand-ins of assessment material. Instead, there will be advertised dates that I will be marking assessments. If students miss that weekend, there will be another marking period towards the end of the trimester.

Marking Periods:

- A. 23/24 August (marking Assessment 1)
- B. 11/12 October (marking research report in Assessment 2)
- C. 1/2 November (marking Assessments 1 & 2)

For example, Assessment 1 can be handed in anytime during the course. If I receive it before Marking Period A, I will mark it then and students will get early feedback. Otherwise, if I receive it before Marking Period C, I will mark it then. After that, either a zero for the assessment is given, or an aegrotat might apply in cases of bereavement or prolonged illness (you must substantiate your claim with appropriate documentation).

Please note this approach is an experiment, designed to provide a back-up for students in case work pressures make it difficult to meet deadlines. Even so, students are strongly urged to treat marking periods A & B as actual deadlines, so that there isn't too much depending on the final few weeks.

NOTE: *All students are expected to attend, and remain for, all the presentations on the day.* If you foresee a difficulty in attending the presentations, see the Course Coordinator as early as possible.

Mandatory Course Requirements

Attendance: An attendance register will be kept. Remember there are marks to be allocated based on participation in discussion. Therefore, while all students are expected to attend classes and participate in discussion, non-attendance will incur a loss of opportunity to participate. Attendance of the research project presentations, however, is compulsory.

Terms Requirements: There are no terms requirements for this course beyond correct enrolment.

Course Requirements: To pass this course, students must attain a C grade or higher for the combined assessments in the course.

Tutorials: There are no timetabled tutorials or workshops for this course.

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 recognised that the distribution in a particular course, particularly with small enrolment, may differ markedly from the long-term distribution.

** The lecturer will develop a more complete or specific description of the meaning of the various levels of performance based upon the specific nature of the assessment in a course. For example, performance may be determined by the qualities of a written report, a classroom presentation, or work in a group project. The words used to describe these kinds of assessments will obviously vary.

Communication of Additional Information

Communication between lecturers and students can be conducted in a variety of ways:

Course Outline:

This document (in your hand!) is the primary source of course-related information. If you have a query about the conduct or administration of the course, first check to see if it is not already covered here.

Blackboard:

Blackboard is software set up to provide electronic services for the administration and conduct of a course. This is an essential repository and communication tool, and students will be expected to ensure they have access to the Blackboard site for this course. In particular, please note:

Announcements: These represent the first thing you see when accessing the course blackboard site. From the time you have enrolled until the time the course has ended, these typically brief communications are critical for keeping up with changes and other important issues as they crop up. ***Students are expected to check for announcements on a regular basis.***

Repository: As well as readings and administrative material, additional material may be made available as required. Normally, the addition of material to the Blackboard site, once the course has begun, would be signalled by an announcement.

Discussion Forum: There will be an electronic forum available to enable students to communicate with each other on an open basis, subject to the usual conduct rules. Individual problems or concerns are best raised with the lecturer or course coordinator directly.

Separate forums for each project group will also be set up. *This will help lessen the need for so many group meetings!*

Contacting the Course Coordinator:

There are several ways you can contact the course coordinator: email, telephone, or face-to-face. The latter is best organised through an appointment. Contact information is given in the table on the first page of this course outline.

Remember, it is never a good idea to let a problem go unresolved for too long, as this can result in a larger problem that may be more difficult to deal with later on.

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.

Lecture	Topic	Who
9 July	Managing IT-related change – an introduction	DJ
16 July	Strategic IT-related change	DJ
23 July	Governance & control	DJ
30 July	Planning IT-related change	DJ
6 August	Development, implementation & post-implementation	DJ
13 August	Risk	DJ
Mid-Trimester Break		
3 Sept	Outsourcing & external involvement	DJ
10 Sept	Power, politics & influence	DJ
17 Sept	Culture, personal qualities & information behaviour	DJ
24 Sept	Managing ICT-related change in marketing, service delivery & customer management	GUEST (Mary Tate)
1 October	Conflict & crises	DJ
8 October	Research Project Presentations	STUDENTS