

School of Information Management

## MMIM 532 INFORMATION POLICY

Trimester Two 2008

### COURSE OUTLINE

#### Names and Contact Details

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#### Trimester Dates

Monday 7 July to Friday 10 October 2008 (mid trimester break 18-31 August).

#### Class Times and Room Numbers

Class Times: Thursdays between 17:40 and 19:30  
Room Location: Railway West Wing Room RWW414

#### Course Content

In MMIM532 we examine the nature of information policy. Information policy covers a very wide range of issues. In this course, we will look at the political economy of information, the policy development process and we will examine international information policy issues, such as standards for telecommunications network interconnections and the transfer of information across borders. We will also focus on national issues, like the Digital Strategy, and government information management. Organisational issues, such as the retention and disposal of the organisation's records, and staff access to the Internet, will also be topics in our examination of information policies.

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#### Course Schedule

(Note the dates for some topics may change depending on the needs of guest speakers)

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Week	Date	Topic
1	10 July	Introduction to information policy - International, national and organizational levels; Definitions and introduction - Orna, pages 7-18 includes Chapter 1.
2	17 July	Information policy at the organizational level; The audit and needs assessment – Establishing the ground - Orna, Chapter 2 - pages 9-44.
3	24 July	The political economy of information; Information auditing: from initial analysis to doing the audit - Orna, Chapter 3 – pages 45-72; Introduction to case study analysis

4	31 July	The Digital Strategy, including the digital divide – exclusion & information literacy & training issues; Case study 1
5	7 Aug	Telecommunications policy issues; Information auditing - interpreting and presenting the findings - Orna, Chapter 4, pages 73-92.
6	14 Aug	Intellectual property issues (with Alastair Smith).
7	4 Sept	Censorship; From information audit to policy - Orna, Chapter 5, pages 93-112; Case study 2.
8	11 Sept	Privacy Issues; Developing and using an information strategy - Orna, Chapter 6. pages 102-116.
9	18 Sept	Technology Issues; Security, Cyberterrorism; Case study 3
10	25 Sept	Government information & E-Government; Thinking aloud – ideas and arguments - Orna, Chapter 7, pages 117-146.
11	2 Oct	Globalisation, Transborder data flow. Practical advice on dealing with problems on the way – Orna, Chapter 8, pages 148-156.
12	9 Oct	Wrap up & presentations: Information audits and policy recommendations

### Course Objectives

The objectives of MMIM532 are:

1. to examine the nature of and issues involved in information policy at all levels;
2. to explore the key players and processes involved in information policy development; and,
3. to examine the principles and practice of information policy development at the organizational level.

The Course Participation relates to course objectives 1, 2 and 3.

The Case Study Assignments relate to course objectives 2 and 3.

The Information Audit Assignment relates to course objective 3

### Expected Workload

Students will be expected to work between 10 to 12 hours per week based on the following weekly averages:

- Reading course material: 4-5 hours;
- Assignment preparation including Discussion Board contributions on Blackboard: 4-5 hours;
- Attendance at classes: 2 hours.

Note that students who leave preparation for the assignments to the last minute will find that the number of hours spent on the course will dramatically increase immediately before the assignment due dates – therefore it is important to start preparing for assignments well before the due dates whenever possible.

### **Group Work**

Group work will be required for the second assignment. It is anticipated that the group work will require students to spend approximately 2-4 hours per week over a four week period leading up to the submission of the final assignment.

### **Readings**

The textbook for this course is *Information strategy in practice* by Elizabeth Orna, published in 2004 by Gower Publishing. **The book is available from Amazon.com at \$US69.95. Other online suppliers also have copies available at varying prices. A copy of the book is on 3 Day Loan.**

The weekly reading material will be available online from the MMIM532 Blackboard site under Course Resources. There will be a separate Course Resources folder for each week.

### **Assessment Requirements**

This course will have three types of assignments:

- online and classroom discussion of weekly topics (worth 15%)
- 3 case study analysis reports (worth 10% each for a total of 30%)
- a two-part information audit (Part I worth 15%; Part II worth 40%). Details are provided below.

### **Online and In-class Discussions of Weekly Topics (15% of final grade)**

Your participation in the online Discussion Board and during the in-class discussions about the weekly topics and/or the case studies will be assessed for their overall significance. The purpose of the Discussion Board is to help you prepare for the class and then to continue your discussion of important topics in our face to face meetings. The course coordinator will create a thread to start the ball rolling each week – but you should feel free to add new threads as you see fit.

### **Criteria for assessment**

The mark will be on the scale:

- A+ to A-: regular contributions of high significance
- B+ to B-: regular contributions
- C+ to C: irregular contributions
- D to F: very few to no contributions

### **Significance is judged through:**

- Evidence of prior thought being given to a problem or issue
- Willingness to take risks, brain-storm and problem-solve
- Evidence of integration of readings, assignment concepts, and class discussion
- Development of critical thinking skills
- Appropriate use of resources (e.g., instructors, readings, available technology, and community)

**Case analysis reports (worth 30% of final grade):**

**Background:** In 3 of the 12 weeks in this course, you will be required to submit a report of your analysis of the key elements of the case that has been selected for discussion in the weekly seminar session. In week 3, we will have a practice run on a case, so that everyone can become familiar with the case method of teaching and have an opportunity to clarify any aspects of the style and content for the case analysis reports that are to follow.

**Deadlines for submission:** The case analysis reports are to be prepared prior to the start of class in weeks 3 (practice run), 4, 7, and 8. After each of these classes you will be given until the following Monday morning to revise your analysis so that the report you submit electronically can take into consideration anything new that you learned during the class or in the online discussions. You must submit each revised case report electronically via the appropriate Case Assignment in the Assessment folder on the MMIM532 Blackboard site by 9:00 am on the Monday after the relevant class, i.e., on

- 28 July for practice case study in Week 3;
- 4 August for Case 1 in Week 4;
- 8 September for Case 2 in Week 7; and
- 22 September for Case 3 in Week 9.

**Wordcount:** Each of the three reports will be a maximum of 800 words (approximately 4 pages of double spaced text). Each report will be worth 10% of the final grade.

**Description of report content:** The cases used in each week will describe an organisation, a group of organisations, or an information policy initiative — and the information policy-related situation faced by the decision-maker(s). Sometimes the cases will also present the decisions that the decision-makers made. In analysing a case, you will need to re-visit or re-consider the problem and issues (and the decisions made). In your analysis, you will need to examine the problem and discuss what you would do (or would have done) if you were in the decision-makers' shoes ... and why. The most important aspect is your justification of your analysis. Try to work in appropriate principles, frameworks, etc., which you have learned in this and other MIM courses. You may wish to include materials and references from other books, articles, web resources, etc. It is quite appropriate to include a list of references in your report as well.

In addition, each student will be required to present one of the weekly cases or part of a weekly case to the class. We will discuss the procedure for this component of the course in the third class.

**Criteria for assessment:**

You will be assessed on the following criteria:

- Evidence that understand the problem under discussion.
- The quality of the decisions you would (or would have) made.
- The justification in your analysis.
- Clarity of communication, including acknowledgement of sources.

### **Information Audit (55% of final grade):**

**Background:** This is a two part assignment in which you will be required to work in a small team to conduct an information audit (Part I) and then on your own to make recommendations for an information policy based on an analysis of that audit (Part II).

The purpose of an information audit is to identify (1) the knowledge and information that an organisation needs to achieve its objectives; and (2) how it needs to use that knowledge and information. Our course textbook (pp. 55-57) lists five key areas that are relevant to any information audit:

1. Information resources (both content and containers);
2. Guardians and stakeholders;
3. Information flow and interactions;
4. Technology and systems to support the use of information;
5. How the cost–effectiveness of information is assessed.

During the course, we will discuss these areas and the types of questions that need answering in an information audit.

**Deadline for submission:** This assignment must be submitted electronically via Blackboard in two separate parts. The deadline for submission of Part I is 5:00 pm on Monday, 6 October 2008, and part II is 5:00 pm on Monday 13 October. Each group will present an oral report on their audit in the final class on Thursday 9 October.

### **Part I: Information Audit (15%): due 6 October 2008, oral report on 9 October 2008**

Students will work in teams of two or four people to conduct an information audit of an organisation (or a part of an organisation) and to present the audit in an oral report to the class in week 12 and in a written report to be submitted for grading. Your report must provide a brief description of the organisation and its objectives, along with a summary of the responses you received to the set of questions related to each of the key areas (listed above) that you asked of the relevant people within the organisation.

#### **Criteria for Assessment for Part I:**

You will be assessed on:

- the quality of the audit (including who was consulted, the questions that were asked, and the findings), and
- the clarity of communication in the report.

### **Part II: Policy recommendations (40%): due 13 October 2008**

Each student will present an individual report in which he or she will analyse the findings of the audit performed in Part I, and make recommendations for an information policy based on that analysis. The report will be addressed to the Chief Information Officer (or person with equivalent responsibilities) in the organisation that he or she audited. Part II should be approximately 1200 to 1500 words in length (1500 word maximum).

#### **Criteria for Assessment for Part II**

Your report will be assessed on

- the logic and depth of your analysis of the audit,
- the quality of your policy recommendations, and
- the quality of presentation of the report including the clarity of communication.

## **Penalties**

### **Late assignments**

Assignments submitted after the deadline on the due date will have a 5% penalty per day imposed unless an extension has been granted by the course coordinator.

### **Word count**

All work submitted MUST contain a word count, easily available from your word-processing program. The word count should appear under your name. (Note: your name should appear only on the back of the last page of the assignment.) A penalty of up to 5% will be imposed for going over the maximum word count or for not including a word count with your paper.

### **Mandatory Course Requirements**

Students must attend at least 75% of classes and submit the three case studies, the information audit (group work) and policy recommendations (individual work) within the required time frames.

### **Communication of Additional Information**

Additional information including changes to class times/locations will be conveyed via Blackboard and via email. Make certain that your email addresses are up-to-date so that communication sent via the Blackboard system will reach you.

## **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](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: 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](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.