



FACULTY OF COMMERCE AND ADMINISTRATION  
STUDENT AND ACADEMIC SERVICES

**Course Outline Approval Form**

(Please complete one of these forms for each course)

Course Code (not CRN)	<u>INFO 201</u>	Trimester taught	<u>1/2009</u>
Course Title	<u>INTRODUCTION TO INFORMATION SYSTEMS MANAGEMENT</u>		
Course Coordinator Name (please print)	<u>JANET TOWND</u>		
Scrutineer Name (please print)	<u>PETER METHAM</u>		

We confirm that the Outline for the above course meets Faculty and University requirements as set out in the Course Outline Template, and as described in detail in the Assessment Handbook 2006, Section 3 *Course Outlines*.

Please note in particular paragraph 3.4 of the 2006 Assessment Handbook, that each course outline must be carefully checked and signed off as correct by another academic staff member (the scrutineer).

Please ensure that this completed form is sent, duly signed, to Anthea O’Sullivan, Room RWW111, by Friday 6 March 2009 for First Trimester courses.

Signed.....	<u>J.M. Townd</u>	.....	<u>P. Metham</u>
	(Course Coordinator)		(Scrutineer)
Date.....	<u>26/2/2009</u>	.....	<u>26-Feb-2009</u>

School of Information Management

**INFO 201**  
**INTRODUCTION TO INFORMATION SYSTEMS**  
**MANAGEMENT**

Trimester One 2009

**COURSE OUTLINE**

**Names and Contact Details**

Course Co-ordinator: Janet Toland  
 Room: EA109  
 Phone: 463 6861  
 Email: [Janet.Toland@vuw.ac.nz](mailto:Janet.Toland@vuw.ac.nz)  
 Office Hours: Friday 15.00 – 17.00 or email for appointment

Senior Tutor                      Xiao Yi Guan  
 Room: EA111  
 Phone: 463 6998  
 Fax: 463 5446  
 Email: [Xiaoyi.Guan@vuw.ac.nz](mailto:Xiaoyi.Guan@vuw.ac.nz)  
 Office Hours: Mon to Fri 10.00 a.m. to 2.00 p.m.

**Trimester Dates**

Monday 2<sup>nd</sup> March 2009 to Wednesday 1<sup>st</sup> July 2009

**Class Times and Room Numbers**

<i>Lectures:</i>	Tuesday	14.10-15.00	KK LT 301	
	Friday	14.10-15.00	KK LT 301	
<i>Tutorials:</i>	Monday	12.00-12.50	KK204	Nishanie
	Monday	13.10-14.00	MY632	Nishanie
	Monday	14.10-15.00	EA004	Nishanie
	Tuesday	15.10-16.00	KK202	Nathan
	Thursday	11.00-11.50	MY632	Samuel
	Thursday	17.30-18.20	EA004	Samuel
	Friday	12.00- 12.50	CO333	Janet
	Friday	12.00-12.50	OK301	Nathan
	Friday	13.10-14.00	CO228	Samuel
Friday	15.10-16.00	CO118	Nathan	

**Withdrawal dates:** Information available via <http://www.victoria.ac.nz/home/admisenrol/payments/withdrawalsrefunds.aspx>

## Course Content

### **Lectures**

Lectures will complement the textbook 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**

Tutorials will consist of discussions of case studies and group presentations. 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. All tutorial material is assessable including group presentations.

### **Course Learning Objectives**

On completion of this course, students should be able to:

1. explain the role of the Information Systems and Technology (IST) function within the management activities of a firm.
2. identify the forces that impact on organisations and discuss the role of the IST function in responding to them.
3. summarise and discuss the management issues facing Information Systems professionals when working within complex environments subjected to constant change.
4. research an IST topic or issue and present their findings in both verbal and written form
5. describe and discuss professional behaviour in IST management

Course Objectives covered by assessments

Tutorial attendance & participation	Objectives 2, 3 & 4
Assignment 1	Objectives 1 & 4
Assignment 2	Objectives 2 & 3
Examination (3 hours)	Objectives 1, 2, 3, 4 & 5

## Proposed timetable for lectures and tutorials

Note: Sessions may vary from those advertised.

Wk	Wk/ Beg	Topic	Tutorial	Notes
1	2 Mar	Welcome to the Course Introduction to IT Management Developing IT Value	<i>Tutorial sign up</i>	Review of Kroenke Chap 11 McKeen & Smith Chap 1
2	9 Mar	Developing IT Strategy for Business Value	Minicase – Investing in TUFS	McKeen & Smith Chap 2
3	16 Mar	Research Skills Linking IT to Business Metrics	Minicase – IT Leadership at MaxTrade	McKeen & Smith Chap 3
4	23 Mar	Managing Perceptions of IT	Minicase- IT Planning at ModMeters	McKeen & Smith Chap 4 BIA 1 Due
5	31 Mar	IT & Corporate Governance Reforms	Process Driven Organisation at Ag Credit	McKeen & Smith Chap 5 BIA 2 Due
6	6 Apr	Creating a Technology Roadmap (No lecture Friday)	Building shared services at RR Communications	McKeen & Smith Chap 6 Assignment 1 due Thursday 9 April
<b>MID TRIMESTER BREAK</b>				
7	27 Apr	IT Budgeting Strategic Experimentation with IT	Group # Presentations	McKeen & Smith Chaps 7 & 10
8	4 May	Information Management	Group # Presentations	McKeen & Smith Chap 8
9	11 May	IT in 2010	Leveraging IT Vendors at SleepSmart	McKeen & Smith Chap 9 BIA 3 Due
10	18 May	IT Sourcing	Desktop Provisioning at CanCredit	McKeen & Smith Chap 16 BIA 4 Due
11	25 May	Building better IT Leaders Developing IT Professionalism	Project Management at MM	McKeen & Smith Chaps 18 & 19 BIA 5 Due
12	1 June	Round Up (No lecture Friday)	<i>No tutorial this week</i>	

# During group presentations all students are expected to read McKeen & Smith Chaps 11, 12, 13, 14

## **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 14 hours per week, comprising:

- 2 hours attending class (1 x 2-hour classes)
- 1 hours attending your tutorial session (1 x 1-hour session)
- 4 hours background reading and pre-class preparation
- 5 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.

## **Group Work**

Students are required to participate in a group presentation as part of assignment one which will be worth 10% of course marks. This will involve an average of 20 hours work outside the class room.

## **Readings**

The textbook for this course is “IT Strategy in Action” by James D McKeen & Heather A Smith, Pearson International Edition, 2009 available from Vic Books. It is essential that students have the textbook before attending the first tutorial.

Your Info 101 text book “Using MIS” by David M Kroenke, Pearson is also a useful reference

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:

Tutorial attendance & participation	5%	Weekly
Assignment #1	20%	Individual Section Due Thursday, 9 April 2009 Group section by arrangement
Assignment #2	25%	Due in tutorials
Examination (3 hours)	50%	To be scheduled
TOTAL	100%	

### ***Tutorial Attendance and Participation (5%)***

Tutorials are an integral part of this course and attendance is compulsory. You must attend at least 8 out of 10 tutorials to pass the course. There are compulsory readings before most tutorials, a participation mark will only be given to a student who is able to answer questions about the readings and is able to participate in discussions.

### ***Assignment 1 – Research Presentation & Essay (20%)***

This assignment is a research presentation & essay (1200 - 1500 words). You will be allocated a topic from Section III of the textbook and participate in a group presentation and produce an individual essay. 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 9 April, 14:00 – Assignment hand-in box A3, School of Information Management, first floor, Easterfield Building.

### ***Assignment 2 – Business Impact Assessment (25%)***

Each week the class will be given a case study to read in order to prepare for the class. In selected weeks (4, 5, 9, 10 & 11) students will prepare a Business Impact Assessment (BIA) for the allotted case. A Business Impact Assessment is a 250 word memo summarising the business impact of IT in the case study and making recommendations for change. There are five BIAs worth 5 marks each.

Because of the nature of the business impact assessment, **there can be no extension granted**. Tutorial briefs **MUST** be submitted at the beginning of the tutorial. No late submissions will be received. If a student is not able to attend a tutorial for any reason they must submit their BIA to the Course Co-ordinator **IN ADVANCE** of their allotted tutorial time.

## Examinations

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.

Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period.

**Examination dates for trimester one: Friday 12 June to Wednesday 1 July 2009 (inclusive).**

## 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%
- Obtain a mark of at least 40% in the examination
- Attend and participate in 8 out of 10 tutorials

## Communication of Additional Information

Additional course information will be communicated via Blackboard

## **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 mis-referencing, 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](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.