TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

School of Information Management

INFO 201
INTRODUCTION TO INFORMATION SYSTEMS MANAGEMENT

Trimester One 2010

COURSE OUTLINE

Names and Contact Details
Course Co-ordinator: Janet Toland
Room: EA109
Phone: 463 6861
Email: Janet.Toland@vuw.ac.nz
Office Hours: Monday & Thursday 11.00 am to 11.50 am
or email for appointment

Senior Tutor   Xiao Yi Guan
Room: EA111
Phone: 463 6998
Email: Xiaoyi.Guan@vuw.ac.nz
Office Hours: Mon, Tue, Thurs 10.00 a.m. to 2.00 p.m.
Wed, Fri 12.00 noon to 4.00 p.m.

Trimester Dates

Teaching Period: Monday 1st March – Friday 4th June 2010
Study Period: Monday 7th June – Thursday 10th June 2010
Examination Period: Friday 11th June – Wednesday 30th June 2010 (inclusive)

Withdrawal from Courses:
Information available via

> **Withdrawal dates: Late withdrawals with Associate Dean (Students) permission**
> **(See Section 8: Withdrawals - from the Personal Courses of Study Statute)**
> http://policy.vuw.ac.nz/Amphora!~~policy.vuw.ac.nz~POLICY~000000001743.pdf
>
> **Withdrawal dates: refunds:**
> http://www.victoria.ac.nz/home/admisenrol/payments/withdrawlsrefunds.aspx

Class Times and Room Numbers

Lectures:	Monday	10.00-10.50	MCLT102	
	Thursday	10.00-10.50	MCLT102	
Tutorials:	Tuesday	10.00-10.50	CO119	Hugo
	Tuesday	11.00-11.50	KP22104	Hugo
	Tuesday	12.00-12.50	KK201	Janet
	Tuesday	13.10-14.00	MY301	Hugo
	Tuesday	14.10-15.00	EA012	Hugo
	Wednesday	10.00-10.50	KK203	Nicole
	Wednesday	11.00-11.50	MY531	Nicole
	Wednesday	13.10-14.00	KK103	Nicole
	Wednesday	14.10-15.00	KP24103	Nicole

Course Learning Objectives

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

LO1. explain the role of the Information Systems and Technology (IST) function within the management activities of a firm.

LO2. identify the forces that impact on organisations and discuss the role of the IST function in responding to them.

LO3. summarise and discuss the management issues facing Information Systems professionals when working within complex environments subjected to constant change.

LO4. research an IST topic or issue and present their findings in both verbal and written form

LO5. describe and discuss professional behaviour in IST management

Course Objectives covered by assessments

Tutorial participation	LO: 2, 3 & 5
Assignment 1	LO: 4
Assignment 2	LO: 2 & 3
Examination (2 hours)	LO: 1, 2, 3 & 5

Course Delivery

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 Content

Proposed timetable for lectures and tutorials
Note: Sessions may vary from those advertised.

Wk	Wk/Beg	Topic	Tutorial	Notes
1	1 Mar	Welcome to the Course Introduction to IT Management	*Tutorial sign up*	Review of Kroenke Chap 11
2	8 Mar	Developing and delivering IT Value	Minicase- IT Planning at ModMeters	McKeen & Smith Chap 1
3	15 Mar	Developing IT Strategy for Business Value Research Skills	Minicase – IT Leadership at MaxTrade	McKeen & Smith Chap 2
4	22 Mar	Linking IT to Business Metrics Managing Perceptions of IT	Minicase – Investing in TUFS	McKeen & Smith Chaps 3 & 4 BIA 1 (TUFS) due in tutorial
5	29 Mar	IT & Corporate Governance Reforms	Research Skills	McKeen & Smith Chap 5
		MID TRIMESTER BREAK		
6	19 Apr	ITIL	Presentation preparation	Assignment 1 due Friday 23 April
7	26 Apr	Strategic Experimentation with IT Managing IT in a recession	Group # Presentations	McKeen & Smith Chap 10
8	3 May	Creating a Technology Roadmap Infrastructure & architecture	Group # Presentations	McKeen & Smith Chap 6
9	10 May	IT Sourcing Group Presentations Final	Building shared services at RR Communications	McKeen & Smith Chap 16 & 17 BIA 2 (RR Communications) due in tutorial
10	17 May	Knowledge Management Information Management	Desktop Provisioning at CanCredit	McKeen & Smith Chap 8
11	24 May	Building better IT Leaders IT Security	Information Management at Homestyle Hotels	McKeen & Smith Chap 18 BIA 3 (Homestyle Hotels) due in tutorial
12	31 May	Round Up (No lecture Thursday)	*No tutorial this week*	

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 10 hours per week, comprising:

2 hours	attending class (1 x 2-hour classes)
1 hours	attending your tutorial session (1 x 1-hour session)
2 hours	background reading and pre-class preparation
4 hours	assignments
1 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 and produce a group report for assignment one which will be worth 20% of course marks. This will involve an average of 30 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

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, 2nd and 3rd year students of INFO and ELCM students have access to the purpose built school labs MY211 and MY219. These labs are 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

MY211 and MY219 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 participation	6%	Weekly
Assignment #1	20%	Group report due 10.00am Friday 23 April Group presentation in tutorials by arrangement
Assignment #2	24%	Due in tutorials Weeks 4, 9 & 11
Examination (2 hours)	50%	To be scheduled
TOTAL	100%	

Tutorial Participation (6%)

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 contribute to discussions.

Assignment 1 – INFO 201 Imagine Cup

Group Presentation & Proposal (20%)

The Imagine Cup is a Student Technology Competition focused on finding solutions to real-world issues. The competition challenges information systems and computer science students to tackle head on issues related to hunger relief, poverty, education, disease control, healthcare, the environment and other crucial problems facing the world. For the first stage of this competition teams complete a 2 page template about their idea including information about the problem, the proposed solution, technical architecture, business model, competitive solutions that may already be available, and the impact the solution will have on the community.

For INFO 201 students will work in groups of 3 or 4 to develop their proposal and prepare a short presentation about their ideas. Further details will be provided in lectures. All groups will be encouraged to go on to enter their proposals in the "real" Imagine Cup.

Group proposal – 10% Due: Friday 23 April, 10:00
Group presentation – 10% in tutorials weeks 7 & 8

Assignment 2 – Business Impact Assessment (24%)

Each week the class will be given a case study to read in order to prepare for the class. In selected weeks (4, 9, & 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 three BIAs worth 8 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 2 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 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.
The final examination for this course will be scheduled at some time during the period from
Examination Period: Friday 11[h] June – Wednesday 30th June 2010

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

Note: Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

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!*

CLASS REPRESENTATIVE

A class representative will be elected in the first class, and that person's name and contact details will be available to VUWSA, the Course Coordinator and the class. The class representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

Communication of Additional Information

Additional information or information on changes will be conveyed to students via Blackboard and/or in lectures.

Use of Turnitin (if applicable)

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 compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and subject to checking by Turnitin. 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.

For the following important information follow the links provided:

Academic Integrity and Plagiarism
http://www.victoria.ac.nz/home/study/plagiarism.aspx

General University Policies and Statutes
http://www.victoria.ac.nz/home/about/policy

AVC (Academic) Website: information including: Conduct, Academic Grievances, Students with Impairments, Student Support
http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx

Faculty of Commerce and Administration Offices
http://www.victoria.ac.nz/fca/studenthelp/

Manaaki Pihipihinga Programme
http://www.victoria.ac.nz/st_services/mentoring/