

School of Information Management

## **INFO 322: INFORMATION SYSTEMS IMPLEMENTATION**

Trimester One 2010

### **COURSE OUTLINE**

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#### **Names and Contact Details**

Course Coordinator:	Name:	Professor Pak Yoong
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	Email:	pak.yoong@vuw.ac.nz
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Office hours:	By appointment	

Tutors:	Name:	Ms Janita Mistry
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#### **Trimester Dates**

Teaching Period: Monday 1<sup>st</sup> March – Friday 4<sup>th</sup> June 2010

Study Period: Monday 7<sup>th</sup> June – Thursday 10<sup>th</sup> June 2010

Examination Period: Friday 11<sup>th</sup> June – Wednesday 30<sup>th</sup> June 2010 (inclusive)

#### **Withdrawal from Courses:**

**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

Trimester dates:	1 March to 4 June, 2010
Lectures:	Tuesday, 11:00 am – 12.50 pm; Venue: HM 002
Tutorials:	Fortnightly (for Week 2 - 12): Times and venues will be announced in class and on Blackboard.
Workshop:	Sunday, 25 April 2009, 1 – 5 pm

## Course Content

Wk	Dates	Topics covered	Readings (in advance)	Comments
1	Tue 2 Mar	Course details and arrangements Introduction to IS implementation Tutorial and workshop arrangements  Discuss Assignment 1		Allocation to tutorials commences during this week
2	Tue 9 Mar	Critical success factors and IS implementation Academic writing skills	Article 1	Tutorials commence
3	Tue 16 Mar	Theories and stages of IS implementation	Article 2 Article 3	No tutorials
4	Tue 23 Mar	Politics of implementation A Model of Digital Leadership	Article 4 Article 5	Tutorials
5	Tue 30 Mar	Stakeholder management  Discuss Assignment 2	Article 6 Article 7	No tutorials  Assignment 1 is due (by 1 pm, Thursday, 1 April, 2010)
	Mon 5 Apr	--Mid Trimester Break--		
6	Tue 20 Apr	Implementation champions Influence processes	Article 8 Article 9	Tutorials
<b>6</b>	<b>Sun 25 Apr</b>	<b><i>Sunday workshop: 1 to 5 pm Influence and leadership skills, Assignment 2 project planning</i></b>		
7	Tue 27 Apr	e-Facilitation Boundary spanner	Article 10 Article 11	No tutorials
8	Tue 4 May	User training	Article 12	Tutorials  Assignment 2 (Part 1) is due (by 1 pm, Friday, 7 May)
9	Tue 11 May	Aspects of project management (project leadership)	Article 13	No tutorials

10	Tue 18 May	IS implementation – An Integration of Key Concepts		Tutorials
11	Tue 25 May	Preparation for the presentation		No tutorials Assignment 2 (Part 2) is due
12	Tue 1 Jun	Professional development for IS implementation leaders Summing up and final presentations	Article 14	Tutorials

## Course Learning Objectives

This course examines the process of implementation of business information systems, including e-business and knowledge management systems, within NZ organisations. The focus will be on understanding the nature of implementation, the planning, and the development of strategy for the successful transition from the status quo to full and productive dependence upon the new system. Particular emphasis will be given to the human and organisational issues associated with IS implementation.

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

1. summarise and discuss the current literature relevant to information systems implementation,
2. describe the key components and process of information systems implementation,
3. deploy an appropriate framework for the implementation of an information system, and
4. anticipate potential human and organisational problems and plan for appropriate solutions should they be needed.

## 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 the readings, 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.

### 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 two which will be worth 15% of course marks. This will involve an average of 20 hours work outside the class room.

### Readings

No textbook is required. Readings will be made available to students through links on Blackboard. Students are responsible for printing out the articles. It is expected that students will extensively research and read related materials outside of class

Additional readings will be discussed in lectures.

Week	Article number and details
1	No assigned reading
2	1. Akkermans, H., & van Helden, K. (2002). Vicious and virtuous cycles in ERP implementation: A case study of interrelations between critical success factors. <i>European Journal of Information Systems</i> , 11(1), 35-46. (See Kay's anon)
3	2. Cooper, R., & Zmud, R. (2002). Information Technology Implementation Research: A Technological Diffusion Approach. <i>Management Science</i> , 36(2), 123-139.  3. Kale, S.H. (2005). Change Management: Antecedents and Consequences in Casino CRM. <i>UNLV Gaming Research &amp; Review Journal</i> , 9(2), 55-66.
4	4. Kettinger, W., & Balch, D. (1992). The Politics of LAN Implementation. <i>Journal of Systems Management</i> , 43(10), 32-41.  5. Thornton, K. (2009). The Nature of Distributed Leadership and its Development in Online Environments. In Yoong, P. (Ed.), <i>Leadership in the Digital Enterprises: Issues and Challenges</i> (pp. 1-14). Hershey: Business Science Reference.
5	6. Mitchell, R., Agle, B., & Wood, D. (2002). Toward a theory of stakeholder identification and salience: Defining the principle of who and what really counts. <i>The Academy of Management Review</i> , 22(4), 853-886.  7. Mind Tools (2009): Stakeholder Analysis: Winning support for your projects.

	Retrieved 15 November 2009, from <a href="http://www.mindtools.com/pages/article/newPPM_07.htm">http://www.mindtools.com/pages/article/newPPM_07.htm</a>
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### Mid-trimester break

6	<p>8. Buswick, T. (1990). Champions of Technology Innovation. <i>Training and Development Journal</i>, 44(2), 48-54.</p> <p>9. Yukl, G. (1998). Influence processes and managerial effectiveness. In Yukl, G. <i>Leadership in organization</i>, (pp. 207-231). London: Prentice-Hall International.</p>
7	<p>10. Rangarajan, N. &amp; Rohrbaugh, J. (2003). Multiple roles of online facilitation: An example in any-time, any-place meetings. <i>Group Facilitation</i>, 5, 26-36.</p> <p>11. Tushman, M. &amp; Scanlan, T. (1981). Boundary Spanning Individuals: Their Role in Information Transfer and Their Antecedents. <i>Academy of Management Journal</i>, 24(2), 289-305.</p>
8	<p>12. Gupta, S. &amp; Bostrom, R. (2006). End-User Training Methods: What We Know, Need to Know. In <i>Proceedings of the SIGMIS-CPR '06</i>, (pp. 172-182). Claremont: ACM.</p>
9	<p>13. Muller, R. (2009). Leadership in Technology Project Management. In Yoong, P. (Ed.), <i>Leadership in the Digital Enterprises: Issues and Challenges</i> (pp. 216-231). Hershey: Business Science Reference.</p>
10	No assigned reading
11	No assigned reading
12	<p>14. Thornton, K. &amp; Yoong, P. (2009). The Application of Blended Action Learning to Leadership Development. In Yoong, P. (Ed.), <i>Leadership in the Digital Enterprises: Issues and Challenges</i> (pp. 163-180). Hershey: Business Science Reference.</p>

## 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**

#### **(a). Internal assessment (70%)**

<b>Assignment #</b>	<b>Testing Objectives</b>	<b>Due Date</b>	<b>% of final mark</b>
Assignment 1	1 and 2	1 pm, 1 April 2010	25
Assignment 2	3 and 4	1 pm, 7 May 2010	45

Details of the assessment requirements will be specified within each assignment document.

#### **(b). 2-hour final examination (30%) – will assess Objectives 1 to 4**

This will be a 2 hour closed book examination held in the external examinations period. Selected material from the lectures (including guest lectures), tutorials and course readings will be assessable. The examination will consist of a combination of short answer and essay type questions.

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<sup>h</sup> June – Wednesday 30<sup>th</sup> June 2010**

*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 for each actual day (prior to 1.00 pm) late. In the event of bereavement or prolonged

illness affecting your ability to meet the deadline, discuss your situation with the Course Co-ordinator. You must verify your claim, e.g., produce a medical certificate. In doing so, you consent to your supporting documentation being checked by the Course Co-ordinator. Extensions will only be granted under these conditions.

#### **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 have:

- attended at least five tutorials; and
- participated in the Sunday workshop.

#### **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 lectures.

#### **Use of Turnitin (if applicable)**

The following words below (modified as necessary for particular circumstances) should be added to the section on plagiarism when work submitted by students is likely to be checked by 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 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/avcademic/Publications.aspx](http://www.victoria.ac.nz/home/about_victoria/avcademic/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/](http://www.victoria.ac.nz/st_services/mentoring/)