

School of Information Management

**INFO 201 INTRODUCTION TO INFORMATION SYSTEMS
 MANAGEMENT**

Trimester One 2011

COURSE OUTLINE

Names and Contact Details

Name	Role	Phone	Email	Office	Office hours
Hugo Gong	Course coordinator and instructor		hugo.gong@vuw.ac.nz	RH 414	<i>Wed:</i> 12:30 - 13:30 <i>Fri:</i> 15:30 - 16:30
Nicole Braun	Course instructor		nicole.braun@vuw.ac.nz	RH 414	<i>Wed:</i> 12:30 - 13:30 <i>Fri:</i> 15:30 - 16:30
Xiaoyi Guan	Senior tutor	463 6998	xiaoyi.guan@vuw.ac.nz	RH 502	<i>Mon – Fri:</i> 12:00 – 16:00
Dennis Ishumi	Tutor				
Lanoi Maloiy	Tutor				
Edgar Pacheco	Tutor				

Trimester Dates

Teaching Period: Wednesday 2 March – Wednesday 1 June

Study Period: Monday 6 June – Thursday 9 June

Examination Period: Friday 10 June – Saturday 2 July (inclusive)

Class Times and Room Numbers

Lectures	Wednesday	14:40 – 15:30 (Venue: RH LT1)	Hugo Gong or Nicole Braun
	Friday		
Tutorials	Monday	09:30 - 10:20 (Venue: RWW222)	Dennis Ishumi
	Monday	11:30 - 12:20 (Venue: RWW413)	Dennis Ishumi
	Monday	13:40 - 14:30 (Venue: RWW413)	Lanoi Maloiy

	Monday	15:40 - 16:30 (Venue: RWW127)	Edgar Pacheco
	Tuesday	09:30 - 10:20 (Venue: RWW312)	Lanoi Maloiy
	Tuesday	11:30 - 12:20 (Venue: RWW313)	Lanoi Maloiy
	Tuesday	13:40 - 14:30 (Venue: RWW413)	Lanoi Maloiy
	Tuesday	15:40 - 16:30 (Venue: RWW413)	Dennis Ishumi
	Wednesday	09:30 - 10:20 (Venue: RWW314)	Edgar Pacheco
	Wednesday	11:30 - 12:20 (Venue: RWW414)	Edgar Pacheco

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before 11 March 2011.
2. The standard last date for withdrawal from this course is 14 May, 2011. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an 'Application for Associate Dean's Permission to Withdraw Late' including supporting documentation

The application form is available from either of the Faculty's Student Customer Service Desks.

Course Content

As its name suggests, INFO 201 introduces and assesses a wide range of topics and viewpoints that pertain to management of information systems, such as *structuring MIS, ITIL, IT governance, e-Commerce, IT outsourcing, security and cloud computing*.

The following indicates the topics covered in this course and their allocation. Please note that sessions may vary from those advertised and if so, an announcement will be made on Blackboard.

Week	Week beginning	Topic
1	28 February	Welcome to the course; Introduction to IS management
2	7 March	Academic writing and integrity; Research skills
3	14 March	Structure of MIS
4	21 March	ITIL; IT governance
5	28 March	e-Commerce; e-Government
6	4 April	IS leadership; Trends in MIS

7	11 April	IS/user divide in IT innovation; User resistance in IT implementation
Mid Trimester Break		
8	2 May	Security; Disaster recovery
9	9 May	IT outsourcing
10	16 May	IS/business strategy alignment
11	23 May	Managing assumptions about IT; Cloud computing
12	30 May	Course revision (No lecture on Friday)

Course Learning Objectives

Course objectives	On completion of this course, students will be able to:	Graduate attribution	Major attribution
1	explain the role of the Information Systems and Technology (IST) function within the management activities of a firm.	LG 1, 3 & 5	MA 1, 2 & 7
2	identify the forces that impact on organisations and discuss the role of the IST function in responding to them.	LG 1, 3 & 5	MA 1, 4, 6 & 7
3	summarise and discuss the management issues facing Information Systems professionals when working within complex environments subjected to constant change.	LG 1; LG 3	MA 1, 2, 4 & 7
4	research an IST topic or issue and present their findings in both verbal and written form.	LG 1 & 2	MA 1, 2, 4, 5 & 7
5	describe and discuss professional behaviour in IST management.	LG 3; LG 5	MA 1 & 7

Course Delivery

INFO 201 will be delivered in both lectures and tutorials.

Lectures. Lectures will complement the course 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, real-life 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 commence between Week 2 and Week 11. They will consist of discussions of topics covered in INFO 201 and assignments. 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 assigned tutorial exercises. All tutorial material is assessable. Please note

that tutorial exercises will be distributed on Blackboard only. It is therefore essential for students to regularly check Blackboard for course material and important announcements.

Expected Workload

In trimester 1, there are 12 weeks of lectures, 10 weeks of 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, which comprise:

1. Attending 2 1-hour lectures (2 hours);
2. Attending 1 1-hour tutorial (1 hour); and
3. Private study and preparation (7 hours)

Please note the above is an average workload – actual workload will vary both with individuals and from week to week during the trimester.

Group Work

No group work is required by this paper.

Readings

A compilation of course readings is required for INFO 201. The readings can be purchased from vicbooks for \$25.50.

Materials and Equipment

Lab Access. Information Systems and e-Commerce students have access to a range of computer lab facilities. This means that you can still undertake this course even if you do not have a computer at home. Computing facilities are located at all campuses and within the libraries, including Level 2 of the Railway West Wing on the Pipitea Campus. The ITS Help Desk is located in the Commerce Library on Level 2 of Railway West Wing on Pipitea Campus. Support is available for students with disabilities through Disability Services. If you do not have a current SCS account, contact either the SCS helpdesks in the library or the Murphy building.

The food and drink ban in the labs will be enforced, please respect that in order to keep the facilities clean and in good working order for everyone.

Assessment Requirements

Assessment items	Percentage towards total course marks	Due date	Course objectives
Tutorial participation	20%	Due in tutorials between Week 2 and Week 11	2, 3 & 5
Assignment 1: Research essay (2,000 words)	15%	Due on 13 April, at 13:30	4
Assignment 2: Case study report (1,500 words)	15%	Due on 25 May, at 13:30	2 & 3
Examination (2 hours)	50%	To be scheduled	1, 2, 3 & 5

Tutorial participation (20%). Each week between Week 2 and Week 11, students are required to attend the tutorial stream they sign up for. A weekly tutorial exercise will be distributed on Blackboard prior to the commencement of the tutorials for that week. Students are required to complete the weekly tutorial exercise of no more than 1 page before their tutorial, and submit their completed, word-processed, work in their tutorial. For each week's tutorial, 2 marks are allocated for a student's tutorial participation. Each student's weekly participation will be assessed based on a combination of the submitted work (up to 1 mark each week) and overall contribution to the tutorial discussion (up to 1 mark each week).

Assignment 1: Research essay (15%, Due on 13 April, at 13:30). In this assessment, students need to produce a concise academic essay of no more than **2,000 words**. Specifically, students first need to choose one of the IS topics offered. Following that, students need to search relevant academic articles from library databases, such as VUW's, and select **3 academic articles**. With the selected articles, students then need to develop a focused essay or discussion of the chosen topic. All articles used in the essay must be properly cited and referenced according to **APA 6th**. This assessment must be word-processed and submitted in hard copy to the assignment hand-in box **#33** on the **Mezzanine floor** of Rutherford House. Please refer to Appendix 1 and 2 for the guidance rubric and the marking rubric, respectively, for this assessment.

Assignment 2: Case study report (15%, Due on 25 May, at 13:30). In this assessment, students need to produce a concise analysis in the report format of no more than 1,500 words, based on the case description provided by the course. In the report students need to identify and frame one key issue confronted by the case organisation, analyse the identified issue and on the basis of which, provide sound recommendations to the case organisation. This assessment requires students to apply analytical, problem solving, and business writing skills. The report must be word processed and submitted in hard copy to the assignment hand-in box **#33** on the **Mezzanine floor** of the Rutherford House. Please refer to Appendix 3 and 4 for the guidance rubric and the marking rubric, respectively, for this assessment. The case description will be available in Week 7.

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.

Examinations

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 Friday 10 June – Saturday 2 July 2011.

Penalties

A word or size limit is imposed on each internal assessment (please refer to *Assessment Requirements* in this document for more details). Students are required to indicate the word count

for both Assignment 1 and 2 on the cover page. Work that is below or above 10% of its size limit will incur a 5% penalty of the marks achieved for the assignment. The following items are not included in the total word count: executive summary, reference list, tables or figures.

In fairness to other students, work submitted after the deadline will incur a 10% penalty (of the marks achieved for the assignment) for each day late.

In the event of bereavement or prolonged illness affecting your ability to meet the deadline, discuss your situation with the Course Coordinator. You must verify your claim, such as producing a medical certificate. Extensions will only be granted under those conditions.

Important notes:

1. 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.
2. You are expected to back up your work. From time to time files are lost, computers crash, etc., it is therefore critical that you get into the habit of backing up important files, on a flash drive, for instance.
3. Do not leave submitting your work to the last minute. Technology problems do occur, especially on the day an assignment is due. There may be queues for the printers. Be smart and submit it in plenty of time. Extensions will not be granted due to problems with submitting work.
4. Working together. You are encouraged to discuss aspects of your assignments 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

The following must be met in order to pass this course:

1. Be **correctly enrolled** in the course;
2. Obtain at least **40%** of the possible marks for the **examination**;
3. Obtain a **weighted average over all assessments of at least 50%**; and
4. Attend and participate in **8** out of 10 tutorials.

Class Representative

A class representative will be elected in the first class, and that person's name and contact details made 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

All formal notices relating to this course will be posted on Victoria University's Blackboard (<http://blackboard.vuw.ac.nz>).

Other Information

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

Find key dates, explanations of grades and other useful information at

www.victoria.ac.nz/home/study.

Find out about academic progress and restricted enrolment at

www.victoria.ac.nz/home/study/academic-progress.

The University's statutes and policies are available at www.victoria.ac.nz/home/about/policy, except qualification statutes, which are available via the Calendar webpage at

www.victoria.ac.nz/home/study/calendar (See Section C).

Further information about the University's academic processes can be found on the website of the Assistant Vice-Chancellor (Academic) at

www.victoria.ac.nz/home/about_victoria/avcacademic/default.aspx

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/

Appendix 1: Guidance Rubric for Assignment 1 – Research Essay

This rubric provides general guidance for developing *Assignment 1: Research essay*. It should not be treated as the marking rubric contained in Appendix 2. The approximate percentage of the word count in the rubric is for high-level essay planning; it is not indicative of potential marks allocated.

Criteria	Approximate Percentage of Total Word Count
Introduction <ul style="list-style-type: none"> • The topic is clearly stated; • Objectives are articulate; • Key concepts or terms are unambiguously defined; and • The structure of the essay is clearly outlined. 	10%
Analysis and discussion <ul style="list-style-type: none"> • Analysis and discussion is related to the chosen topic; • Analysis and discussion is from a managerial perspective; • Analysis and discussion is based on 3 credible academic articles which have been cited appropriately; • Analysis and discussion demonstrates insights; • Solid understanding of the topic is evident; • The underlying logic is coherent; and • Ideas and arguments are synthesised and convincing. 	80%
Conclusion <ul style="list-style-type: none"> • Conclusion is drawn from the main analysis or arguments; • Conclusion is logical; and • Conclusion is concise. 	10%
Reference list <ul style="list-style-type: none"> • A reference list is provided after Conclusion; • The reference list is complete; and • The reference list is accurate according to APA 6th. 	Required but not included in the total word count

Figure 1. Guidance Rubric for Assignment 1: Research Essay

Appendix 2: Marking Rubric for Assignment 1 – Research Essay

The following rubric indicates how your research essay is assessed.

Criteria	Exemplary	Satisfactory	Unsatisfactory
Structure and organisation of ideas or arguments	Well organised; good use of headings and paragraphs to present ideas or arguments; ideas or arguments are easy to follow.	Could have been clearer; the use of headings and paragraphs is satisfactory; ideas or arguments are mostly logical and reasonably easy to follow.	Messy organisation of ideas or arguments; lack of headings or paragraphs; ideas or arguments are confusing due to the lack of logic.
Introduction	Articulate.	Could have been clearer.	Ambiguous; inappropriate for academic audience.
Main analysis or discussion	Ideas or arguments are focused and insightful; sound logic is evident; analysis or discussion demonstrates excellent command of the knowledge related to the topic.	Could have been more focused or insightful; analysis or discussion is occasionally illogical; analysis or discussion demonstrates some knowledge related to the topic.	Largely off the mark; does not demonstrate appropriate levels of analysis; filled with false logic or contradictions.
Conclusion	Logical outcome; highlights the main assertions.	Plausible; reasonably relevant to the main analysis and discussion.	Dubious; mostly irrelevant.
References and in-text citation	Complete and accurate.	Minor flaws.	Poor or non-existent.
Use of credible academic sources	Excellent.	Good.	Inadequate or non-existent.
Language and punctuation	Flawless; concise; scholarly in tone.	Minor flaws; occasionally wordy; mostly scholarly in tone; the use of language could have been better.	Poor; extremely wordy; careless; numerous spelling and punctuation mistakes; little or no sign of academic writing.
Holistic judgement	Excellent on most or all criteria, particularly the main analysis and discussion.	Good with some room for improvement.	Poor; substantial revision is required.

Figure 2. Marking Rubric for Assignment 1: Research Essay

Appendix 3: Guidance Rubric for Assignment 2 – Case Study Report

The following rubric provides general guidance for producing Assignment 2: Case study report. It should not be treated as the marking rubric, contained in Appendix 4. The approximate percentage of the word count in the rubric is for high-level planning; it is not indicative or potential marks allocated.

Criteria	Approximate Percentage of Total Word Count
Executive summary <ul style="list-style-type: none"> • A concise executive summary is provided; and • The executive summary highlights the main findings of the analysis. 	Not included in the total word count but required for this assignment.
Pertinent organisational background <ul style="list-style-type: none"> • A high-level summary of the case organisation’s background and the context where the case organisation is situated is present; and • The structure of the report is clearly outlined. 	10%
Issue identification and description <ul style="list-style-type: none"> • A core issue is unambiguously identified; and • The core issue is clearly described. 	15%
Issue analysis <ul style="list-style-type: none"> • The analysis of the identified issue is highly focused; • The analysis exhibits sound logic; and • The analysis is insightful. 	50%
Recommendations <ul style="list-style-type: none"> • Recommendations are drawn from the main analysis; • Recommendations are logical and sound; and • Recommendations exhibit business acumen and feasibility for the case organisation. 	25%
Reference list <ul style="list-style-type: none"> • A full reference list is provided after Recommendations; • The reference list is complete; and • The reference list is accurate according to APA 6th. 	Not included in the total word count. A reference list is not usually expected in a case study report. However, a full, accurate, reference list must be provided if external sources other than the case description are used to assist your analysis.

Figure 3. Guidance Rubric for Assignment 2: Case Study Report

Appendix 4: Marking Rubric for Assignment 2 – Case Study Report

The following indicates how your case study report is assessed.

Criteria	Exemplary	Satisfactory	Unsatisfactory
Executive summary	Concise; highlights the main points.	Wordy; misses some key points.	Reads like an introduction or non-existent.
Pertinent organisational background	Succinct and relevant.	Mostly relevant; could have been more focused.	Mostly irrelevant.
Issue identification and justification	Clear; easy to follow.	Could have been clearer; reasonably easy to follow.	Very ambiguous; confusing.
Issue analysis	Focused; logical; insightful.	Could have been more focused; analytical logic is occasionally flawed.	Mostly inaccurate; illogical; irrelevant.
Recommendations	Sound recommendations; demonstrate solid understanding of the organisation and business acumen.	Reasonable but need further consideration.	Baseless; illogical; lack of business acumen.
Language and punctuation	Flawless; professional; concise.	A bit wordy; could have been more concise; some issues with appropriate language or grammar.	Full of grammatical or punctuation errors; lacks professionalism.
Report structure	Well organised; good use of headings and paragraphs; ideas or arguments are easy to follow.	Could have been clearer; the use of headings and paragraphs is satisfactory; ideas or arguments are reasonably easy to follow.	Messy structure; lack of headings or paragraphs; ideas or arguments are confusing and hard to follow.
Holistic judgement	Polished and professional; presentable to business executives.	Could be presentable to business executives with refinement.	Unprofessional; unsuitable to be presented to business executives.

Figure 4. Marking Rubric for Assignment 2: Case Study Report