

School of Information Management

INFO 201 – Introduction to Information Systems Management

Trimester 1, 2014

COURSE OUTLINE

Names and Contact Details

		Room	E-mail & Telephone	Contact
Course Coordinator & Lecturer	Nicole Braun	RH414	nicole.braun@vuw.ac.nz ph. 463-6876	By appointment
Senior Tutor	Weiwei Li	RH502	weiwei.li@vuw.ac.nz ph. 463-6998	By appointment

Trimester Dates

Teaching Period: Monday 3rd March – Friday 6th June

Study Period: Monday 9th June – Thursday 12th June

Examination Period: Friday 13th June – Wednesday 2nd July (inclusive)

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before Friday 14th March 2014.
2. The standard last date for withdrawal from this course is Friday 16th May. 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.

Class Times and Room Numbers

Lectures: **Mondays 16:40-17:30** **RHLT1**
 Wednesdays 16:40-17:30 **RHLT1**
Tutorials: **See tutorial signup instructions.**

Course Delivery

Use of Blackboard

Course Material

Course material will be published on Blackboard, including assessment information. Students are expected to access and download these materials from Blackboard.

Announcements

The Blackboard Announcements page for the course will be used to distribute course announcements. It will be updated periodically. Students are expected to check the announcements regularly.

Tutorials

For each tutorial, students are required to submit their tutorial exercises to the tutors at the beginning of the tutorial. Each submission is worth 2% of your final grade.

Tutorial Sign-Up

Students are required to register for one 1-hour tutorial. The opportunity to sign up for tutorials will begin after the Monday lecture in Week 1 (3 March). Please sign up for a tutorial session by 5pm, Sunday as tutorials will start in Week 2. The tutorial signup system is called S-cubed (see <https://signups.victoria.ac.nz/> for details). Instructions are available on Blackboard.

Tutorial hopping is not permitted

Tutorial hopping is not allowed. If you need to temporarily change to another tutorial, please print and fill out the Tutorial Change form which can be found under Course Information on Blackboard.

This form must be signed by the Senior Tutor or Course Coordinator. You will only get attendance from the replacement tutorial if you show the tutor of the class the signed form at the beginning of the tutorial.

Expected Workload

Students are expected to invest approximately 150 hours worth of effort to complete the course successfully. This equates to approximately 8-10 hours per week which can be further broken down into approximately:

Lectures	2h per week
Tutorial	1h per week
Tutorial prep	1h per week
Reading & revision	4-6h per week

The remainder of the total hours are expected to be spent on assignments (research report and case study report) and preparation for the examination.

Prescription

A study of the management of information systems in organisations. This course investigates the business impact of information systems from a managerial perspective.

Course Learning Objectives

	On completion of this course, students will be able to:	Graduate Attributes	Major Attributes
a	Explain the role of the Information Systems and Technology (IST) function within the management activities of a firm.	LG1, LG3, LG5	MA1, MA2, MA7
b	Identify the forces that impact on organisations and discuss the role of the IST function in responding to them.	LG1, LG3, LG5	MA1, MA4, MA6, MA7
c	Summarise and discuss the management issues facing Information Systems professionals when working within complex environments subjected to constant change.	LG1, LG3	MA1, MA2, MA4, MA7
d	Research an IST topic or issue and present their findings in written form.	LG1, LG2	MA1, MA2, MA4, MA5, MA7
e	Describe and discuss professional behaviour in IST management.	LG3, LG5	MA1, MA7

Course Content

INFO 201: Schedule of Lectures and Tutorials	
EVENT	DATE
Introduction to the Course	Monday 3 March
No Tutorial	
Module 1: The Value of IT	Wed 5 March & Mon 10 March
Tutorial 1	
Module 2: The IT Function	Wed 12 March & Mon 17 March
Tutorial 2	
Module 3: IT Leadership and the CIO	Wed 19 March & Mon 24 March
Tutorial 3	
Module 4: Managing the IS-User Relationship	Wed 26 March & Mon 31 March
Tutorial 4	
Module 5: Managing IT Outsourcing	Wed 2 April & Mon 7 April
Tutorial 5	
Module 6: Managing IT-Related Change	Wed 9 April & Mon 14 April

INFO 201: Schedule of Lectures and Tutorials	
EVENT	DATE
Tutorial 6	
Analysing a Case Study	Wed 16 April
Mid-Trimester Break: 18 April - 4 May	
Module 7: Managing IT Related Risk	Mon 5 May
Tutorial 7	
Module 8: Managing IT Security, Privacy & Ethics	Wed 7 May & Mon 12 May
Tutorial 8	
Module 9: Managing New Technologies	Wed 14 May & Mon 19 May
Tutorial 9	
Module 10: Current Issues Facing IS Managers	Wed 21 May & Mon 26 May
Tutorial 10	
Module 11: Managing IS to Support Business Strategy	Wed 28 May
Queen's Birthday (No Lecture): Mon 2 June	
Course Revision	Wed 4 June
No Tutorial	
Examination Period: Friday 13 June - Wednesday 2 July	

Readings

There is no textbook for this course. Readings will be made available through the library's e-reserve system. Please check the Blackboard course website for details.

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Assessment

From Trimester 1, 2014, a revised Assessment Handbook will apply to all VUW courses: see <http://www.victoria.ac.nz/documents/policy/staff-policy/assessment-handbook.pdf>.

In particular, there will be a new grade scheme, in which the A+ range will be 90-100% and 50-54% will be a C-.

Course assessment will be based on the following:

	<u>Learning Objective(s)</u>	<u>Weight</u>	<u>Length</u>	<u>Date</u>
Tutorial Submissions	b, c, e	20%	1/2 - 1 pg	Each week at tutorial
Assignment 1 (research essay)	d	15%	1000-1200 words	9 April (16:30)
Assignment 2 (case study report)	b, c	15%	1500 words	14 May (16:30)
Examination	a, b, c, e	50%	2 hours	TBA (exam period)

Penalties

In fairness to other students, assignments submitted after the deadline will incur a 10% penalty (of the marks achieved for the assignment) for each working day late (i.e. weekends are excluded).

In the event bereavement or prolonged illness affecting your ability to meet the deadline, discuss your situation with the Senior Tutor or Course Coordinator. You must verify your claim (e.g. produce a medical certificate). 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 assignments 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 a USB drive, for example).
- Do not leave submitting your work to the last minute. Technology problems do occur (especially on the day the 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.
- 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. This way we will have your perspective on the topic - not someone else's!

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 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 submitted to Turnitin. A copy of submitted materials will be retained 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.

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 following period:

Friday 13th June – Wednesday 2nd July (inclusive)

Mandatory Course Requirements

In addition to **obtaining an overall course mark of 50 or better**, students must:

1. Participate in at least **eight out of ten** designated tutorials; and
2. Obtain **at least 40% of the possible marks** on the final examination.

Please note: Tutorial participation means more than simply attending the tutorial. Students will be expected to prepare for the tutorials and actively engage in discussion. Furthermore, do not take chances by missing tutorials unnecessarily - you may later become ill or be otherwise forced to miss some tutorials.

If you cannot complete an assignment or sit a test or examination, refer to

www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat

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 the Blackboard website - you are expected to log on and check for announcements on a regular basis (at least 2 or 3 times per week). The INFO 201 website can be accessed at <http://blackboard.vuw.ac.nz>

Student feedback

Student feedback on University courses may be found at

www.cad.vuw.ac.nz/feedback/feedback_display.php

Link to general information

For general information about course-related matters, go to

<http://www.victoria.ac.nz/vbs/studenthelp/general-course-information>

Note to Students

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 academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Appendix 1: Guidance 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 guidance rubric is for high-level essay planning; it is not indicative of potential marks allocated.

Criteria	Approximate Percentage of Total Word Count
<p>Introduction</p> <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%
<p>Analysis and Discussion</p> <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%
<p>Conclusion</p> <ul style="list-style-type: none"> • Conclusion is drawn from the main analysis or arguments; • Conclusion is logical; and • Conclusion is concise. 	10%
<p>Reference List</p> <ul style="list-style-type: none"> • A reference list is provided after the Conclusion; • The reference list is complete; and • The reference list is accurate according to APA 6th. 	Required Not included in the total word count

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; 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 and discussion	Ideas or arguments are focused and insightful; sound logic is evident; analysis and discussion demonstrates excellent command of the knowledge related to the topic.	Could have been more focused or insightful; analysis and discussion is occasionally illogical; analysis and 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 main assertions.	Plausible; reasonably relevant to main analysis and discussion.	Dubious; mostly irrelevant.
References and in-text citations	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; 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.

Appendix 3: Guidance 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 percentile of the word count in this rubric is for high level-planning; it is not indicative of potential marks allocated.

Criteria	Approximate Percentage of Total Word Count
<p>Executive Summary</p> <ul style="list-style-type: none"> • A concise executive summary is provided; and • The executive summary highlights the main findings of the analysis. 	<p>Required Not included in the total word count</p>
<p>Pertinent Organisational Background</p> <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. 	<p>10%</p>
<p>Issue Identification and Description</p> <ul style="list-style-type: none"> • A core issue is unambiguously identified; and • The core issue is clearly described. 	<p>15%</p>
<p>Issue Analysis</p> <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. 	<p>50%</p>
<p>Recommendations</p> <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. 	<p>25%</p>
<p>Reference List</p> <ul style="list-style-type: none"> • A full reference list is provided after the Recommendations; • The reference list is complete; and • The reference list is accurate according to APA 6th. 	<p>Not included in the total word count.</p> <p>A reference list is usually not 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.</p>

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

The following rubric 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 spelling, 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.