

Information Systems Management – 7163

Unit Outline 2009

Faculty of Information Sciences & Engineering

University of Canberra

Australian Government Higher Education (CRICOS)
Registered Provider number: #00212K

This Unit Outline must be read in conjunction with:

- a) *Studying at the University of Canberra: A Guide to Policies and Procedures*, which sets out University-wide policies and procedures, including information on matters such as plagiarism, grade descriptors, moderation, feedback and deferred exams, and is available at <http://www.canberra.edu.au/student-services>
- b) *Guide to Student Services at the University of Canberra*, and is available at <http://www.canberra.edu.au/student-services>
- c) Any additional information specified in section 6f.

1: General Information

1a Unit title – Information Systems Management

1b Unit number – 7163

1c Semester and year offered – Semester 2, 2009

1d Credit point value – 3 credit points

1e Unit level – Level 3

1f Name of Unit Convener and contact details (including telephone and email)

Dale Kleeman, room 11B18, ph 6201 2427 dale.kleeman@canberra.edu.au , box 202

Unit Moderator – Neil Lynch, room 11A52, ph 6201 2408, neil.lynch@canberra.edu.au

1g Administrative contact details (including name, location, telephone and email)

School of ISE Office, 11C15, ph 6201 2619 or 6201 2153, ise@canberra.edu.au

2: Academic Content

2a Unit description and learning outcomes

Syllabus

The unit addresses tactical and operational management issues arising with the organisational use of information systems and their associated technology. Some of the key topics include; IS service delivery and support, problem and incident management, configuration and release management, business and IS service continuity management, outsourcing of IS activities, financial management for IS services, ICT Infrastructure Management, managing the applications portfolio, and management's responsibility to ensure that systems are auditable and secure. Issues of decentralised control, professional ethics and the social context for information systems are also considered.

Learning outcomes

At the successful completion of this unit students will be able to discuss and engage in management processes at the tactical and operational level of the organisational use of information systems. Students will possess and be able to apply a conceptual framework for exploring IS management issues in organisations.

2b Prerequisites and/or co-requisites

Designing Human-Computer Interaction, Systems Analysis and Modelling

3: Delivery of Unit and Timetable

3a Delivery mode

Traditional mode; that is, on-campus in standard semesters with weekly lectures and tutorials.

3b Schedule of topics/lectures/tutorials/practicals/field classes by week

Schedules of topics to be covered will be included on the unit website in due course. Details may change during the semester if the need arises.

4: Unit Resources

4a Lists of required texts/readings

There is no textbook set for this unit. Various resources, including recommended readings from the Library, E-Reserve and the Internet will be used to support the teaching of the unit (see unit website). The following is a list of some useful references for Information Systems Management.

Applegate, L, Austin, R & Soule, D 2008. *Corporate Information Strategy and Management: Text and Cases* 8th ed., McGraw-Hill/Irwin.

Clarke, S 2007, *Information systems strategic management: an integrated approach*, 2nd edn, Routledge, New York, N.Y.

Martin, EW, Brown, CV, DeHayes, DW, Hoffer, JA & Perkins, WC 2005, *Managing information technology*, 5th edn, Pearson-Prentice Hall, Upper Saddle River, N.J. [T58.6.M3568 2005]

Frenzel, CW & Frenzel, JC 2004, *Management of information technology*, 4th edn, Course Technology, Boston, Mass. [T58.64.F74]

Luftman, JN 2004, *Managing the information technology resource: leadership in the information age*, Pearson Education International, Upper Saddle River, N.J. [HD30.28.L84 2004]

McKeen, JD & Smith, H 2008. *IT Strategy in Action* 1st ed., Prentice Hall.

Oz, E 2004 *Management Information Systems*, Course Technology [HD30.213.O96]

Pearlson, K & Saunders, CS 2006, *Managing and using information systems: a strategic approach*, 3rd edn, Wiley, Hoboken, NJ. [HD30.2.P4 2006]

There are also quite a few journals published in the area of IS management. One of particular note is CIO which has a web presence at www.cio.com.

4b Materials and equipment: none

4c Unit website – ISM will have a Moodle site – see learnonline.canberra.edu.au

5: Assessment

5a Assessment overview

Assessment Item (including exams held in the exam period)	Due Date of Assignments	Weighting (total to equal 100%)
Briefing paper	24 August	20
Seminar	during semester	20
Tutorial participation	during tutorials	20
Final examination	exam period	40

5b Details of each assessment item

Briefing paper: This is an individual assignment and requires students to preparing a briefing paper on a topic related to IS management. Students will also be expected to compile an annotated bibliography with their briefing paper.

Seminar: This will be a group assignment and requires students to present a seminar in tutorials and provide a handout on the seminar material. Due during the semester depending on seminar topic selected.

Separate handouts will be provided giving full details of these two assignments.

Tutorial participation: Preparation and discussion of case studies, seminars and other material in tutorials is a significant aspect of the unit. It is important for students to prepare for these and to participate in the discussion of the issues involved. The tutors will provide an assessment for each student based on their participation in discussions and how well they prepare for the tutorials. Note that attendance does not equate to participation. Students will have an option of providing brief submissions if they are unable to participate in the discussions for some reason – this should be submitted to your tutor on the day of the tutorial for which a submission is made.

Examination: A two hour closed book examination will be held at the end of the semester during the examinations period. Language dictionaries will be permitted.

Referencing requirements:

All work quoted from any source should be appropriately referenced using the “Harvard author-date” referencing style. This style is described in detail (including electronic sources) in the relevant Reference Guide available at:

http://www.canberra.edu.au/library/research-gateway/research_help/referencing-guides

Note that the references in the list of required readings have been formatted in this style.

Students should keep a copy of all assessment items that are submitted.

If there is any doubt with regard to the requirements of any particular assignments or assessment procedure, the onus for clarifying the issue rests with the student who should contact their tutor (in the first instance), or the lecturer about the matter.

Late penalties:

Students will be expected to make arrangements with their tutor in advance of the due date for assignments if they expect to be submitting them late. Unless appropriate arrangements have been made, supported by a sensible and valid reason, late submissions will attract a penalty of 5% per day or 20% per week.

If you need to use a medical or counselling certificate to justify the late submission of an assignment, it must clearly state: that you were unfit to complete the assignment; the date of the medical consultation; and the period during which you were/are/will be unfit. If the medical certificate does not provide all of these details, the normal late penalties noted above will apply.

5c Special assessment requirements

In order to pass this unit, students have to obtain a mark of 50% or greater for the assessment as a whole, and 50% or greater for the final examination. Higher grades will be awarded on the basis of the total mark being ≥ 65 for a credit, ≥ 75 for a distinction and ≥ 85 for a high distinction.

5d Supplementary assessment

To be eligible to undertake supplementary assessment in a unit, a student must:

- be enrolled in their final semester of study;
- have failed a single unit, with a final mark between 45-49% in the unit;
- have passed all other units undertaken in that semester.

The failed unit must be the final unit required to complete the academic requirements of their course.

5e Text-matching software

Students may be required to submit text-based assignments electronically to be checked for matching text. If so, instructions on how to do this and information about the process will be made available in conjunction with the first of any such assessment items.

6: Student Responsibility

6a Workload

The amount of time you will need to spend on study in this Unit will depend on a number of factors including your prior knowledge, learning skill level and learning style. Nevertheless, in planning your time commitments you should note that for a 3cp Unit the total notional workload over the fifteen week semester is assumed to be 150 hours or an average of 10 hours per week. These hours include time spent in classes. The total workload for Units of different credit point value should vary proportionally. For example, for a 6cp Unit the total notional workload over a fifteen week semester is assumed to be 300 hours or an average of 20 hours per week.

6b Special needs

Students who need assistance in undertaking the unit because of disability or other circumstances should inform their Unit Convenor or the Disabilities Office as soon as possible so the necessary arrangements can be made.

6c Attendance requirements

Attendance at classes is not compulsory but it is advisable for students to attend as many classes as possible. Students should also be aware that the subject will be examined on material covered in classes, including lectures and tutorials and it is the individual student's responsibility to ensure that they are sufficiently familiar with this material. Attendance at classes is one of the best ways of ensuring this familiarity. While some of the lecture notes and course materials are available, these are intended to be broad outlines of the lectures. Do not make the mistake of assuming that the materials perfectly substitute for class attendance.

6d Required IT skills

Information Systems Management is an advanced level unit and it is generally expected that students will have a fair degree of sophistication in their knowledge of IT related matters. Students should also possess the ability to use a word processor for the production of assignments and various on-line searching tools from the Internet and the library to undertake various assignments in the unit.

6e Costs

No additional costs will be incurred by students undertaking this unit apart from the normal costs of being a university student.

6f Additional information

Announcements made at lectures or posted to the unit website are deemed to be made to the whole group.

7: Student Feedback

All students enrolled in this Unit will have an opportunity to provide anonymous feedback on the Unit at the end of the Semester via the Unit Satisfaction Survey which will be presented to you on OSIS. Your lecturer or tutor may also invite you to provide more detailed feedback on their teaching through an anonymous in-class questionnaire administered through the University's Teaching and Learning Centre (TLC).

8: Authority of this Unit Outline

Any change to the information contained in Section 2 (Academic content), Section 3 (Delivery of Unit and timetable) and Section 5 (Assessment) of this document, will only be made by the Unit Convenor if the written agreement of staff and a majority of students has been obtained; and if written advice of the change is then forwarded to each student enrolled in the Unit at their registered term address. Any individual student who believes him/herself to be disadvantaged by a change is encouraged to discuss the matter with the Unit Convenor.