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**School of Information Systems & Technology  
Faculty of Informatics**

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**BUSS308: Information Systems Management  
Subject Outline  
Spring Session 2008**

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Head of School –Associate Professor Peter Hyland, Student Resource Centre, Tel: (02) 4221 3606

## GENERAL INFORMATION

### Subject Coordinator

Telephone Number:

Email:

Location:

Mr Peter Larkin

4221 4035

[peter\\_larkin@uow.edu.au](mailto:peter_larkin@uow.edu.au)

3.201

Mr Larkin's consultation times during session:

Day

Wednesday

Friday

Time

10:30 a.m. to 12:30 p.m.

10:30 a.m. to 12:30 p.m.

Other times by appointment only. Note that these times are subject to variation. If they are permanently altered, students will be notified by SOLS Mail. Please turn your mobile phone and/or pager off before consulting with the subject coordinator. Please note that the subject coordinator will only reply to student e-mails that are written in correct English grammar and spelling, and contain the student's enrolled name, their student number and the subject number.

### Subject Organisation

Session:

Credit Points

Contact hours per week:

Lecture Times & Location:

Tutorial Day, Time and Location can be found at:

Spring Session, Wollongong Campus

6 credit points

2 hours lectures, 2 hours tutorial/computer laboratory

Wednesday, 8:30 a.m. to 10:30 a.m., 1-G05

<http://www.uow.edu.au/student/timetables/index.html>

**NOTE:** If the number of enrolled students is less than anticipated one or more tutorials will be cancelled.

Students should check the subject's web site regularly as important information, including details of unavoidable changes in assessment requirements will be posted from time to time via e-Learning space <http://www.uow.edu.au/student/lol>. Any information posted to the web site is deemed to have been notified to all students.

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## **Subject Description**

Students will be introduced to the processes involved in managing information systems in the contemporary business environment. Students will gain an appreciation of the issues surrounding the strategy and planning of information systems; the strategic, tactical and operational roles of the Chief Information Officer (CIO); the alignment between information systems and business; policy and practice; technology diffusion; operational management; major trends impacting information systems management and how to assess the value of information systems.

## **Subject Objectives**

On successful completion of the subject, students will be able to identify what Information Systems strategies and planning are essential in business. Explain issue confronting information systems management and planning including the role of the CIO in organisations today. Discuss how technology diffusion impacts on an organisation and the impact of not keeping pace with technological change. Analyse essential information technologies that need managing in the contemporary business environment and demonstrate knowledge of the key information systems trends - such as outsourcing - and their implications. The emphasis is to relate aspects of managing information systems with people in the workplace.

## **Graduate Qualities**

All Schools in the Faculty of Informatics have adopted the UOW Graduate Qualities. On completion of their course graduates will be informed, independent learners, problem solvers, effective communicators and responsible. Further information can be found at <http://www.uow.edu.au/about/teaching/qualities/>

## **Attendance Requirements:**

It is the responsibility of students to attend all lectures/tutorials/labs/seminars/ practical work for subjects for which you are enrolled. It should be noted that the amount of time spent on each 6 credit point subject should be at least 12 hours per week, which includes lectures/tutorials/labs etc.

Satisfactory attendance is deemed to be attendance at approximately 80%\* of the allocated contact hours. Attendance rolls will be kept for lectures, tutorials and laboratories. If you are present for less than 80%\* you need to apply for special consideration, otherwise a fail grade will be recorded.

Students **MUST** attend their **allocated** tutorial unless they have the written permission of the subject coordinator.

## **Method of Presentation:**

In order to maximize learning outcomes, it is strongly recommended that students attend all lectures.

In order to maximise learning outcomes students must attend all lectures. This subject will be presented as a series of weekly 2-hour lecture and 2-hour tutorial. In the lectures, students will be introduced to fundamental concepts and new material. Tutorials commence in Week 2 and will relate to the lecture topics. During tutorials students will lead and participate in discussions, and deliver reports and presentations.

Students are required to complete the set weekly textbook chapter(s) and readings prior to attending lectures and tutorials. Students are obliged to be properly prepared prior to attending tutorials. Students are also obliged to attend every tutorial as presentations will be randomly selected and attendance will be noted. The list of weekly discussion issues for students to prepare will be available from eLearning.

Students are expected to be courteous to each other and not do anything during lectures or tutorial that may distract or annoy fellow students, the lecturer or the tutor. Please turn off your mobile (cell) phone and/or pager before attending lectures and tutorial. All notices and announcements will be made during lectures. However, urgent notices may be made via SOLS Mail.

## Lecture Schedule:

A proposed Lecture schedule for the subject is as follows:

Week	Textbook Chapters	Topic	Reading	Tutorials
1	Emergency Evacuation Procedures, The Importance of IS Management	1		NO TUTORIALS
2	IS Management and the Organisation	2		Assessment Item requirements distributed.
3	Strategic Uses of Information Technology	3		Group Reports Critical Questions and Discussions
4	Information Systems Planning	4		Group Reports Critical Questions and Discussions
5	Distributed Systems: The Overall Architecture	5	4	Group Reports Critical Questions and Discussions
6	Managing Telecommunications	6	4	Group Reports Critical Questions and Discussions
7	Managing Information Resources	7	1	Group Reports Critical Questions and Discussions
8	Managing Operations	8	1	Group Reports Critical Questions and Discussions
9	Technologies for Developing Systems	9	2	Group Reports Critical Questions and Discussions
10	Management Issues in Systems Development	10	4	Group Reports Critical Questions and Discussions
<b>Mid Session Recess (29<sup>th</sup> September - 5<sup>th</sup> October)</b>				
11	Exam Format and Advice, Supporting Decision Making	11		Group Reports and Presentations Critical Questions and Discussions
12	Supporting Collaboration and Knowledge Work	12 & 13		Group Presentations
13	The Challenges Ahead	14		Group Presentations
<b>Study Recess (27<sup>th</sup> October - 31<sup>st</sup> October)</b>				
<b>University Examination Period (1st November - 14th November)</b>				

Changes to the above schedule will be posted via e-Learning space <http://www.uow.edu.au/student/lo1>. Any information posted to the web site is deemed to have been notified to all students.

## Subject Materials:

Any readings/references are recommended only and are not intended to be an exhaustive list. Students are encouraged to use the library catalogue and databases to locate additional readings

## Textbook(s):

### Required Text

McNurlin, Barbara C. and Ralph H. Sprague, Jr., Information Systems Management in Practice, 2006, 7th ed., Pearson Education, Inc., Upper Saddle River, available from the UniShop bookshop for \$127.95

**Readings** (as listed in the **Lecture Schedule** section above and available from eReadings)

- Chapter 8: **Application Portfolio Management** in Frenzel, C.W. (1999), *Management of Information Technology*, 3rd ed., International Thomson Publishing Company, MA (206-229) (frenzelc2.pdf)
- Chapter 15: **Measuring IT Investments and Returns** in Frenzel, C.W. (2003), *Management of Information Technology*, 4th ed., Course Technology, Boston, MA. (446-475) (frenzelc1.pdf)
- Chapter 8: **Evaluating Alternatives for Requirements, Environment, and Implementation** in Satzinger, J., Jackson, R. and Burd, S. (2007), *Systems Analysis & Design In A Changing World*, 4<sup>th</sup> ed., Thomson Course Technology, Boston.

4. Sowa, J. F. and Zachman, J. A., "Extending and formalizing the framework for information systems architecture", 1992, *IBM Systems Journal*, Vol. 31, No. 3. (sowaj1.pdf)
5. Sections 5.1 to 5.5 in Chapter 5: **Setting up your project** in Weaver, P. (2004), *Success in your project: a guide to student system development projects*, Prentice Hall, Upper Saddle River, NJ. (weaverp1.pdf)
6. Sections 6.4 to 6.8 in Chapter 6: **Managing your project** in Weaver, P. (2004), *Success in your project: a guide to student system development projects*, Prentice Hall, Upper Saddle River, NJ. (weaverp2.pdf)
7. Chapter 13: **Business Reengineering, Information Systems Planning and Acquisition** in Zwass, V. (1998), *Foundations of Information Systems*, Irwin/McGraw-Hill, Boston, Mass: 460-507. (zwassv1.pdf)

## References

Alter, S., *Information Systems: The Foundation of E-Business*, 2002 4<sup>th</sup> ed., Pearson Education, Inc., Upper Saddle River. NOTE: This reference gives a good overall coverage of Information Systems and is recommended reading to students who do not have an Information Systems background.

Avison, D. E. and Fitzgerald, G., *Information Systems Development: Methodologies, Techniques and Tools*, 4<sup>th</sup> ed., 2006, McGraw-Hill International (UK), London.

Brown, A. [Ed] 1992 *Creating a Business-based IT Strategy*. Chapman & Hall, London.

Davenport, T. H., *Process innovation: reengineering work through information technology*, 1993, Harvard Business School Press, Mass

Davenport, T. H. and L. Prusak, *Working Knowledge: How Organisations Manage What They Know*, 2000, Harvard Business School Press, Boston

Frenzel, C. W., *Management of Information Technology*, 2003 4<sup>th</sup> ed., Course Technology, Boston, MA.

Galliers, R. D. and Baker, B. S. H. 1994 *Strategic Information Management*. Butterworth-Heinemann.

Laudon, K. C. and Laudon, J. P., *Management Information System*, 2006 9<sup>th</sup> ed., Pearson Education, Inc., Upper Saddle River, New Jersey.

Martin, E. W. DeHayes, D. W., Hoffer, J. A. and Perkins, W. C. 1994 *Managing Information Technology: what managers need to know*, 2<sup>nd</sup> ed. MacMillan Publishing Company, New York.

Pearlson, K. E. and Saunders, C. S., *Managing and Using Information Systems: A Strategic Approach*, 3<sup>rd</sup> ed., 2006, John Wiley & Sons, Inc. Danvers

The Standish Group, *The CHAOS Report (1994)*, *CHAOS: A Recipe for Success (1999)*, and *Extreme CHAOS (2001)*, [http://www.standishgroup.com/sample\\_research/index.php](http://www.standishgroup.com/sample_research/index.php)

Turban, E., Leidner, D., McLean, E. and Wetherbe, J., *Information Technology for Management: Transforming Organisations in the Digital Age*, 2006, 5<sup>th</sup> ed., John Wiley & Sons, Inc., Danvers.

Weaver, P., *Success in your project: a guide to student system development projects*, 2004, Prentice Hall, Upper Saddle River, NJ.

In addition to the monographs listed above, the following journal will be relevant to this subject:

- Sloan Management Review - call number: 658.5/41 (Serial Section)
- Harvard Business Review - call number: 650.5/1 (Serial Section)
- Information and Management - call number 658.4038/44 (Serial Section)

**Assessment:**

This subject has the following assessment components.

ASSESSMENT ITEMS & FORMAT	% OF FINAL MARK	GROUP/ INDIVIDUAL	DUE DATE	Return Date (no later than)
1. Critical Question and Discussion	5	Individual	During student's enrolled tutorial	2 working weeks after the students presentation
2. Critical Question Reflective Learning report	5	Individual	The week following the Critical Question Presentation	2 working weeks after submission
3. Case Study Report	20	Group	Week 8 tutorial	Week 9 during the student's enrolled tutorial
4. Evaluation Report	10	Group	Week 11 tutorial	Week 13 during the student's enrolled tutorial
5. Final Exam	60	Individual	Conducted during the University's examination period.	

**Critical Question and Discussion (5%)**

To maximise critical thinking each student will generate a critical question for each tutorial based on the previous week's lecture topics. A student, who will be selected on a random basis, will ask the class their critical question then encourage a discussion. Students are strongly advised to have two questions ready in case of duplication.

**Critical Question Reflective Learning Report (5%)**

Learning through reflection is an important skill that enables students to progress and improve the quality of their learning experience. Reflective learning is the ability to reflect on action or observation and respond. Students will be required to reflect on certain aspects of their Critical Question presentation and discussion. Details will be given in the assessment item requirements.

**Case Study Report (20%)**

The report should demonstrate the well-considered opinion of the group. It should also give an indication of the depth and breadth of the research on the part of the group by correctly citing all sources of supporting material used in the report. Penalties will be applied to all group members whose report is returned to the group to correct citation problems.

Students need to develop good meeting practice and procedures. During tutorials groups are required to give progress reports and submit meeting agenda and minutes.

**Evaluation Report (10%)**

Student groups are required to evaluate the reports of the other groups as for a selection process and rate them according to the standardised evaluation matrix developed by the class in tutorials. The group will present the evaluation report to the rest of the class, with a focus on reasons for the highest rated report. The presentations will be by the group during the tutorials in Weeks 11 and 12. Note that the presentation is compulsory and all group members must be present. Failure to present the report will result in a zero (0) mark for this assessment item.

During tutorials groups are required to give progress reports and submit meeting agenda and minutes.

**Final Exam (60%)**

Advice on the format of the exam will be given at the commencement of the lecture in Week 11.

**Notes on Assessment:**

All assignments are expected to be completed independently. Plagiarism may result in a FAIL grade being recorded for that assignment.

### **Assessment Items 1 to 4**

1. Assessment Item 1, 2, 3 and 4 Requirements will be distributed during tutorials in Week 2. Students are strongly advised to carefully and thoroughly read all assessment item material as soon as it is distributed and if they have any problems to see the tutor or subject coordinator as soon as possible.
2. Assessment Items 1, 2, 3 and 4 must be submitted electronically and in hard copy format. Submission and formatting requirements will be in the Assessment Item Requirements.
3. Assessment items must be submitted by the date and time given. Assessment items submitted late will be penalised by the deduction of 25% of the available mark per day or part thereof, including weekends. Work more than four (4) days late will be awarded a mark of zero.
4. Assessment Items will be returned to students during tutorials no later than two working weeks after submission.
5. Assessment items which are relevant to the final exam for the subject will be marked and available for collection prior to the study week before the final exam.
6. Assessment items will be held for collection for five working weeks after the return dates/times indicated above. Any assessment items still waiting collection after this time will be destroyed.
7. Students must refer to the University and Faculty Handbooks or online references which contains a range of policies on educational issues and student matters.
8. Plagiarism may result in a FAIL grade being recorded for that assignment.
9. Students who require an extension must make an application for Special Consideration, by following the Special Consideration Application Procedure detailed below.

### **Final Exam**

Students who wish to use a translation dictionary during an exam should read section **6. Authorised material in examinations** in the University Examination Rules (<http://www.uow.edu.au/handbook/courserules/examrules.htm>).

### **Performance Level**

To be eligible to pass this subject, students, especially those for whom this is a core subject, must achieve an overall mark of at least 50%, and at least 50% on the final examination. Students who fail to achieve at least 50% (30/60) on the final examination will be given a Technical Fail (TF) or a Fail for this subject.

### **Electronic Submission of Assessment Items:**

Unless otherwise notified by the subject coordinator, all written assignments must be submitted electronically.

### **Penalties for late submission of assessment items:**

Penalties apply to all late work, except if special consideration has been granted. Late submissions will attract a penalty of 25% of the assessment mark per day including weekends. Work more than four (4) days late will be awarded a mark of zero.

### **Supplementary Exams**

Supplementary Exams will be dealt with in accordance with student academic consideration policy (<http://www.uow.edu.au/handbook/courserules/specialconsideration.html>) 6.2 Timing of Supplementary Exams.

While the School normally grants supplementary exams when the student does not sit the standard exam for an acceptable reason, each case will be assessed on its own merit and there is no guarantee a supplementary exam will be granted. If a supplementary exam is granted, you will normally be notified via SOLS Mail the time and date of this supplementary exam. You must follow the instructions given in the email message.

**Please note that if this is your last session and you are granted a supplementary exam, be aware that your results will not be processed in time to meet the graduation deadline.**

### **Special Consideration Policy**

The School recognises that it has a responsibility to ensure equity and consistency across its subjects for all students. Sometimes, in exceptional circumstances, students need to apply for student special consideration in order to complete all assessable work.

The University applies strict criteria to the granting of special consideration. Before applying for student special consideration, students should carefully read the University's policy which can be found at: <http://www.uow.edu.au/handbook/courserules/specialconsideration.html>

As an example: If a student requires an extension of time for the completion of an assignment this may be granted in certain circumstances. A request for an extension must be made to the Subject Coordinator via SOLs before the due date.

### **Plagiarism**

#### **When you submit an assessment task, you are declaring the following**

1. It is your own work and you did not collaborate with or copy from others.
2. You have read and understand your responsibilities under the University of Wollongong's policy on plagiarism.
3. You have not plagiarised from published work (including the internet). Where you have used the work from others, you have referenced it in the text and provided a reference list at the end of the assignment.
4. Plagiarism will not be tolerated.
5. Students are responsible for submitting original work for assessment, without plagiarising or cheating, abiding by the University's policies on Plagiarism as set out in the University Handbook under University Policy Directory and in Faculty handbooks and subject guides. Plagiarism has led to the expulsion from the University.

### **Student Academic Grievance Policy**

The School aims to provide a fair, equitable and productive learning environment for all its students. The Student Academic Grievance Policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving student academic grievances.

Any student who has a grievance over a result should obtain a Faculty of Informatics Appeal Against Decision or Action Affecting Academic Experience form from the Informatics Student Enquiry Centre. (<http://www.uow.edu.au/content/groups/public/@web/@inf/@faculty/documents/doc/uow017433.pdf>) The student should firstly take the form to the marker/lecturer to discuss the matter and, if the student is still not satisfied, s/he should take the next step as outlined on the form.

Once the grievance has been considered by the Faculty, if the student still feels the situation has not been fully resolved s/he may consult the Dean of Students. However, the Dean of Students can have no input into the academic judgment of the lecturer and can only review the grievance to ensure proper procedure has been followed.

### **Relevant University Policies, procedures and students services:**

For more information students must refer to the Faculty handbook, online references or consult the UOW policy in full at <http://www.uow.edu.au/handbook/courserules/studacgrievpol.html> which contains a range of policies on educational issues and student matters.

This outline should be read in conjunction with the following documents:

Code of Practice - Teaching and Assessment <a href="http://www.uow.edu.au/handbook/codesofprac/teaching_code.html">http://www.uow.edu.au/handbook/codesofprac/teaching_code.html</a>	Code of Practice - Students <a href="http://www.uow.edu.au/handbook/codesofprac/cop_students.html">http://www.uow.edu.au/handbook/codesofprac/cop_students.html</a>
Code of Practice-Honours <a href="http://www.uow.edu.au/handbook/honourscode.html">http://www.uow.edu.au/handbook/honourscode.html</a>	Acknowledgement Practice <b>Plagiarism will not be tolerated:</b> <a href="http://www.uow.edu.au/handbook/courserules/plagiarism.html">http://www.uow.edu.au/handbook/courserules/plagiarism.html</a>
Key Dates <a href="http://www.uow.edu.au/student/dates.html">http://www.uow.edu.au/student/dates.html</a>	Special Consideration Policy: <a href="http://www.uow.edu.au/handbook/courserules/specialconsideration.html">http://www.uow.edu.au/handbook/courserules/specialconsideration.html</a>
Course Progress Policy: <a href="http://www.uow.edu.au/student/mrp/index.html">http://www.uow.edu.au/student/mrp/index.html</a>	Graduate Qualities Policy: <a href="http://www.uow.edu.au/about/teaching/qualities/index.html#_The_new_UOW">http://www.uow.edu.au/about/teaching/qualities/index.html#_The new UOW</a>
Academic Grievance Policy (Coursework and honours students) <a href="http://www.uow.edu.au/handbook/courserules/studacgrievpol.html">http://www.uow.edu.au/handbook/courserules/studacgrievpol.html</a>	Non-Discriminatory Language Practice and Presentation <a href="http://staff.uow.edu.au/eed/nondiscrimlanguage.html">http://staff.uow.edu.au/eed/nondiscrimlanguage.html</a>
Occupational Health and Safety <a href="http://www.uow.edu.au/about/policy/ohs.html">http://www.uow.edu.au/about/policy/ohs.html</a>	Intellectual Property Policy <a href="http://www.uow.edu.au/handbook/generalcourserules/UOW028651.html">http://www.uow.edu.au/handbook/generalcourserules/UOW028651.html</a>
Human Research Ethics: <a href="http://www.uow.edu.au/research/rso/ethics/human/">http://www.uow.edu.au/research/rso/ethics/human/</a>	Rules for student conduct and discipline: <a href="http://www.uow.edu.au/handbook/generalrules/student_discipline_rules.html">http://www.uow.edu.au/handbook/generalrules/student_discipline_rules.html</a>
Information Literacies Introduction Program <a href="http://www.uow.edu.au/student/attributes/ilip/">http://www.uow.edu.au/student/attributes/ilip/</a>	Informatics Faculty Librarian, Ms Annette Meldrum, phone: 4221 4637, email: <a href="mailto:ameldrum@uow.edu.au">ameldrum@uow.edu.au</a>
Student Support Services: <a href="http://www.uow.edu.au/student/services/">http://www.uow.edu.au/student/services/</a> Informatics Faculty SEDLO ( <b>Student Equity and Diversity Liaison Officers</b> ) Virginie Schmelitschek, phone 4221 3833, <a href="mailto:virginie@uow.edu.au">virginie@uow.edu.au</a>	SCSSE SISAT Internet Access & Student Resource Centre <a href="http://www.uow.edu.au/informatics/sisat/current/uow024466.html">http://www.uow.edu.au/informatics/sisat/current/uow024466.html</a>
SCSSE SISAT Computer Usage Rules <a href="http://www.uow.edu.au/informatics/sisat/current/uow024457.html">http://www.uow.edu.au/informatics/sisat/current/uow024457.html</a>	SCSSE SISAT Subject Outlines <a href="http://www.uow.edu.au/informatics/scsse/current/UOW041847.htm">http://www.uow.edu.au/informatics/scsse/current/UOW041847.htm</a> <a href="http://www.uow.edu.au/informatics/sisat/current/UOW041925.html">http://www.uow.edu.au/informatics/sisat/current/UOW041925.html</a>