
SISAT

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

**BUSS308 Information Systems Management
Subject Outline
Spring Session 2009**

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

GENERAL INFORMATION

Subject Coordinator

Telephone Number:

Email:

Location:

Dr Glenn Bewsell

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39.216

Dr Bewsell's consultation times during session:

Day

Monday

Tuesday

Time

11:30am - 13:30pm

10:30am - 12:30pm

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

2hr lectures, 2hr tut

Tuesday 13:30 – 15:30 PM 35-G45

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

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/>. Any information posted to the web site is deemed to have been notified to all students.

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

This subject will continue to the following graduate qualities:

- Informed
- Independent learners
- Problem solvers
- Effective communicators
- Responsible
- Teamwork
- Innovation and Design

Further information can be found at:

<http://www.uow.edu.au/informatics/sisat/current/SubjectInformation/UOW051055.html>

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 by the University, to be attendance at approximately 80% of the allocated contact hours.

Method of Presentation:

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

Lecture Schedule: A proposed Lecture schedule for the subject is as follows:

Week	Topic	Reading
1	The Importance of IS Management	McNurlin, Sprague & Bui ch 1 No tutorial
2	IS Management and the Organisation	McNurlin, Sprague & Bui ch 2 Assessment Criteria
3	Strategic Uses of Information Technology	McNurlin, Sprague & Bui ch 3 Critical Questions and Discussions Begin
4	Strategic Information Systems Planning	McNurlin, Sprague & Bui ch 4
5	Distributed Systems: The Overall Architecture	McNurlin, Sprague & Bui ch 5 Reading 4
6	Managing Telecommunications	McNurlin, Sprague & Bui ch 6 Reading 4
7	Managing Information Resources	McNurlin, Sprague & Bui ch 7 Reading 1
8	Managing Operations	McNurlin, Sprague & Bui ch 8 Reading 1 Case Study Report
9	Technologies for Developing Systems	McNurlin, Sprague & Bui ch 9 Reading 2
10	Management Issues in Systems Development	McNurlin, Sprague & Bui ch 10 Reading 2
11	Supporting Decision Making	McNurlin, Sprague & Bui ch 12 Group Reports & Presentations
12	Supporting Collaboration and Knowledge Work	McNurlin, Sprague & Bui ch 13 & 14 Group Presentations
13	The Opportunities and Challenges Ahead	McNurlin, Sprague & Bui ch 15 No tutorial

Changes to the above schedule will be posted via e-Learning space <http://www.uow.edu.au/student/>.

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

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

1. 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)
2. Chapter 15: Measuring IT Investments and Returns in Frenzel, C.W. (2004), *Management of Information Technology*, 4th ed., Course Technology, Boston, MA. (446-475) (frenzelc1.pdf)
3. 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*, 4th 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., 2002, *Information Systems: The Foundation of E-Business*, 4th 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. 2006, *Information Systems Development: Methodologies, Techniques and Tools*, 4th ed., McGraw-Hill International (UK), London.
- Brown, A. [Ed] 1992, *Creating a Business-based IT Strategy*. Chapman & Hall, London.
- Chaffey, D. and Wood, S. 2004, *Business Information Management: Improving Performance Using Information Systems*, Harlow : Financial Times Prentice Hall
- Davenport, T. H. 1993, *Process Innovation: Reengineering Work Through Information Technology*, Harvard Business School Press, Mass
- Davenport, T. H. and L. Prusak, 2000, *Working Knowledge: How Organisations Manage What They Know*, Harvard Business School Press, Boston
- Frenzel, C. W., 2004, *Management of Information Technology*, 4th 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., 2006, *Management Information System*, 9th 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*, 2nd ed. MacMillan Publishing Company, New York.
- Pearlson, K. E. and Saunders, C. S., 2006, *Managing and Using Information Systems: A Strategic Approach*, 3rd ed., 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
- Turban, E., Leidner, D., McLean, E. and Wetherbe, J., 2006, *Information Technology for Management: Transforming Organisations in the Digital Age*, 5th ed., John Wiley & Sons, Inc., Danvers.
- Weaver, P., 2004, *Success in Your Project: A Guide to Student System Development Projects*, 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)

Textbook(s):

McNurlin, B. C., Sprague, Jr., R. H. & Bui, T. 2009, Information Systems Management in Practice, 8th ed., NJ: Pearson Education. It can be purchased from the University bookshop.

Assessment:

This subject has the following assessment components.

ASSESSMENT ITEMS & FORMAT	% OF FINAL MARK	GROUP/ INDIVIDUAL	DUE DATE
1. Critical Question	5	Individual	Week 3 during tutorial. Hard copy of question to be submitted to tutor during tutorial. Softcopy to be uploaded onto eLearning by 6:00pm week 3 the day of your tutorial.
2. Critical Question, Discussion & Reflective Learning report	10	Individual	Hard copy to be submitted to tutor during tutorial (The week following the Critical Question presentation) Softcopy to be uploaded onto eLearning by 6:00pm (The week following the Critical Question presentation on the day of your tutorial).
3. Tutorial Participation	10	Individual	During tutorial
4. Case Study Report	20	Group	Week 8 during tutorial. Group hard copy to be submitted to tutor during tutorial and softcopy to be uploaded onto by 6:00pm week 8 the day of your tutorial.
5. Evaluation Report	10	Group	Week 11 during tutorial. Group hard copy to be submitted to tutor during tutorial and softcopy to be uploaded onto by 6:00pm week 11 the day of your tutorial.
6. Final Exam	45	Individual	Exam Period

Notes on Assessment:

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

- A hardcopy of each assessment will be submitted to the tutor and returned during the tutorial. Assessment 5 will be available to collect from the Subject Coordinator's office.
- Electronic submission of assessments will be via ISIT208 eLearning
- All late work to be submitted online (via UOW eLearning for this subject) and personally to Subject Coordinator.
- All student academic consideration applications must be lodged through SOLS.
- Detailed instruction of assignments will be provided in the first tutorial in a handout entitled: "ISIT208 Assessment Guide".

Assessment 1. Critical Question (5%)

To maximise critical thinking each student will generate a critical question and supporting explanation based on the previous week's lecture topics.

Assessment 2. Critical Question, Discussion and Reflective Learning Report (10%)

To maximise critical thinking and learning through reflection.

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.

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.

Assessment 3. Tutorial Participation (10%)

Students will gain marks with contributions to in-tutorial discussions. The purpose of this discussion is to assist you to learn course material as well as develop skills in critical analysis.

Assessment 4. 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.

Assessment 5. 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.

ASSESSMENT 6. Final Examination (45%)

- Type of Assessment: Individual
- Students will answer a range of questions to demonstrate comprehension, understanding, critical analysis and application of knowledge relevant to this subject.

Electronic Submission of Assessment Items:

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

Submission of assessment items via email will not be accepted.

Other Procedures for the submission of assessment items:

In addition to electronic submission students are required to submit assignments in hard copy to their tutor.

All assignments will be returned within 2 weeks of their submission.

To be eligible for a Pass in this subject a student must achieve a mark of at least 40% in the Final Examination. Students who fail to achieve this minimum mark & would have otherwise passed will be given a TF (Technical Fail) for this subject.

Procedures for the return of assessment items:

All assignments will be returned within 2 weeks of their submission.

Penalties apply to all late work, except if student academic consideration has been granted. Late submissions will attract a penalty of 20% of the assessment mark. This amount is per day including weekends.

Work more than four (4) days late will be awarded a mark of zero.

Tutorial/Lab Closure Policy

If for any reason, the number of students in a tutorial or lab falls below a sustainable enrolment level, as determined by the Head of School, tutorials/labs offered for that subject may be collapsed or

deleted.

You will have to attend the new tutorials/lab if this closure affects the one you are attending.

We will endeavour to make this decision no later than Week 4 of session.

Supplementary Exams

Supplementary Exams will be dealt with in accordance with student academic consideration policy (<http://www.uow.edu.au/about/policy/studentacademicconsiderationpolicy.pdf>) 9.2 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.

Student Academic 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 academic consideration in order to complete all assessable work.

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

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.

Students must remember that:

Plagiarism will not be tolerated.

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 http://www.uow.edu.au/handbook/codesofprac/teaching_code.pdf	Code of Practice - Students http://www.uow.edu.au/handbook/codesofprac/cop_students.html
Code of Practice-Honours http://www.uow.edu.au/handbook/CodeofPractice-Honours.pdf	Acknowledgement Practice Plagiarism will not be tolerated: http://www.uow.edu.au/handbook/courserules/plagiarism.html
Key Dates http://www.uow.edu.au/student/dates.html	Student Academic Consideration Policy: http://www.uow.edu.au/about/policy/studentacademicconsideration_policy.pdf
Course Progress Requirements: http://www.uow.edu.au/student/mrp/index.html	Graduate Qualities Policy: http://www.uow.edu.au/about/teaching/qualities/index.html#_The_new_UOW
Academic Grievance Policy (Coursework and Honours students) http://www.uow.edu.au/handbook/courserules/studacgrievpol.html	Non-Discriminatory Language Practice and Presentation http://staff.uow.edu.au/eed/nondiscrimlanguage.html
Occupational Health and Safety http://www.uow.edu.au/about/policy/ohs.html	Ownership of Work & Intellectual Property Policy: http://www.uow.edu.au/handbook/generalcourserules/UOW028651.html
Human Research Ethics Committee: http://www.uow.edu.au/research/rso/ethics/human/	Rules for student conduct: http://www.uow.edu.au/handbook/generalrules/StudentConductRules.pdf
Independent Learners' Introductory Program http://www.uow.edu.au/student/attributes/ilip/	Informatics Faculty Librarian, Ms Annette Meldrum, phone: 4221 4637, email: ameldrum@uow.edu.au
Student Support Services: http://www.uow.edu.au/student/services/ Informatics Faculty SEDLO (Student Equity and Diversity Liaison Officers) Virginie Schmelitschek, phone 4221 3833, virginie@uow.edu.au	SISAT Internet Access & Student Resource Centre http://www.uow.edu.au/informatics/sisat/current/uow024466.html
SISAT Computer Usage Rules http://www.uow.edu.au/informatics/sisat/current/uow024457.html	SISAT Subject Outlines http://www.uow.edu.au/informatics/sisat/current/UOW055502.html