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# SISAT

School of Information Systems & Technology  
Faculty of Informatics

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## ISIT408 IT Governance Subject Outline Spring Session 2009

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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:

Dr Akemi Chatfield

4221 3884

akemi@uow.edu.au

39.225

Dr Akemi's consultation times during session:

Day

Monday

Tuesday

Time

9:30-11:30

14:30-15:30; 17:30-18:30

#### 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

1 hour lectures, 2 hours tuts

Tuesday 13:30 – 14:30 PM 67-302

<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

Information Technology (IT) is pervasive in today's organisations, playing a critical role in achieving business goals and enabling lower cost structures, new levels of customer service, new products, new markets and new external stakeholders. Whereas in the past IT decisions were delegated to the IT organisation, all managers are today required of not only making better IT decisions, with confidence and competence, but also implementing and monitoring IT initiatives more effectively than their competitors. This course will explore IT governance theory and practice, including decision rights and internal control frameworks, to prepare students for the globally competitive workplace.

#### Subject Objectives

On successful completion of this subject, students will be able to:

1. Understand and describe the concept of IT governance from a business perspective
  2. Analyse the way IT governance influences an organisation's ability to create corporate value from IT investments, as well as through conformance and responsibility
  3. Critically evaluate the evidence of effective or ineffective IT governance in organisations
  4. Design and evaluate an organisation's IT governance structures and processes
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5. Communicate their knowledge and understanding of IT governance in a way that would be effective when dealing with an organisation's business managers.

### **Graduate Qualities**

This subject will continue to the following graduate qualities:

- Informed
- Independent learners
- Problem solvers
- Effective communicators
- Responsible
- 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.

Attendance rolls will be kept for lectures and tutorials. If you are present for less than 80% of either and would have otherwise passed you need to apply for student academic consideration, otherwise a TF (technical 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.

## Lecture Schedule:

A proposed Lecture schedule for the subject is as follows:

Week	Topic	Reading
1	Introduction to subject organization; Introduction to IT governance	No tutorial
2	Structures, processes & relational mechanisms for IT governance	Lecture (L): Chapter 1
3	UOW library resources for IT governance research paper assignment (Annette Meldrum)	L: Chapter 1 Tutorial (T): Group formation by self selection T: Group reads and discusses Chapter 4 Case Study: KBC
4	Chapter 4 Case Study KBC: Structures, processes & relational mechanisms of IT governance at KBC	L: Chapter 1 & Chapter 4 Case Study KBC T: Group discussions: Case Study KBC
5	COBIT framework	L: Chapter 2 T: Chapter 4 Case Study AGF Belgium
6	IT balanced scorecard as alignment instrument	L: Chapter 3 T: Chapter 4 Case Study Vanbreda
7	Private-sector IT governance	L: Reading material eLearning space T: Chapter 4 Case Study CM
8	Public-sector (e-government) IT governance	L: Reading material eLearning space T: Chapter 4 Case Study Huntsman
9	University/Healthcare sectors IT governance	L: Reading material eLearning space T: Chapter 4 Case Study Arcelor
10	Group research paper presentations	T: Research paper review & revision
11	Group research paper presentations	T: Research paper review & revision
12	Group research paper presentations	T: Research paper review & revision
13	Subject review & final exam guide	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

### Textbook(s):

Van Grembergen, W. and De Haes, S. 2008, Implementing Information Technology Governance Models, Practices, and Cases, IGI Publishing, Hershey, New York.

### Other Resources:

Weill, P. and Ross, J. 2004, IT Governance: How Top Performers Manage IT Decision Rights for Superior Results, Harvard Business School Press, Boston, Massachusetts.

Other required reading materials will be available via subject eLearning space.

**Assessment:**

This subject has the following assessment components.

ASSESSMENT ITEMS & FORMAT	% OF FINAL MARK	GROUP/ INDIVIDUAL	DUE DATE
Group presentation	30%	<b>Group</b>	Weeks 10 – 12, Hardcopy handout and softcopy due <b>at least 2 days prior</b> to the scheduled presentation date, to Akemi Chatfield in 39.225.
Research paper on IT governance	30%	<b>Group</b>	Group research paper 2-3 page proposal (title, abstract, literature review and references) due Week 6 Hardcopy and softcopy due by Week 13: <b>27/10, 5PM</b> , 39.225.
Individual contribution to class discussion via eLearning space, tutorial and lecture 'minute quiz'	10%	<b>Individual</b>	Week 8: Peer review on case study contribution due Week 12: Peer review on research paper contribution due
Peer reviews (2)	See Note 1	<b>Individual</b>	Due in Week 8 and Week 12 in tutorial
Final exam	30%	<b>Individual</b>	University 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.

**Note 1**

Two reflective peer reviews (Week 8 and Week 12) and one reflective self review (Week 12) are required: The objective is to assess individual contribution to the completion of group work including research paper, research paper presentation, and tutorial case study analysis & discussion. Failure to submit any of the three reviews will result in 10% deduction from relevant group assessment marks.

Students are required to use the UOW Library Harvard Reference Style Guideline (2007) consistently for their assignments and tutorial exercises.

**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 50% in each of the research paper & final exam. 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:**

Research proposals and research papers will be assessed and returned in tutorials.

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

Penalties apply to all late work, except if student academic consideration has been granted. Late submissions will attract a penalty of 10% of the assessment mark per day. This amount is per day including weekends.

## **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 <a href="http://www.uow.edu.au/handbook/codesofprac/teaching_code.pdf">http://www.uow.edu.au/handbook/codesofprac/teaching_code.pdf</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/CodeofPractice-Honours.pdf">http://www.uow.edu.au/handbook/CodeofPractice-Honours.pdf</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>	Student Academic Consideration Policy: <a href="http://www.uow.edu.au/about/policy/studentacademicconsideration_policy.pdf">http://www.uow.edu.au/about/policy/studentacademicconsideration_policy.pdf</a>
Course Progress Requirements: <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>	Ownership of Work & 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 Committee: <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: <a href="http://www.uow.edu.au/handbook/generalrules/StudentConductRules.pdf">http://www.uow.edu.au/handbook/generalrules/StudentConductRules.pdf</a>
Independent Learners' Introductory 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>	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>
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>	SISAT Subject Outlines <a href="http://www.uow.edu.au/informatics/sisat/current/UOW055502.html">http://www.uow.edu.au/informatics/sisat/current/UOW055502.html</a>