

The University of New South Wales
School of Information Systems, Technology and Management

INFS 3604 Information Technology Management

Course Outline
Session 2, 2004

Objectives

The objectives of this course are to introduce students to the management issues surrounding information technology and provide an understanding of senior management objectives for the use of the technology, to encourage students to consider the use of information technology for strategic advantage, and to provide practical understanding of the tools and concepts of project management.

Text

Applegate, L.M., Austin, R.D., and McFarlan, F.W., *Corporate Information Strategy Management: The challenges of managing in a networked economy, 6th Ed.*, McGraw-Hill, 2003.

References

McNurlin, B.C. and Sprague, R.H. *Information Systems Management in Practice, 6th Ed.*, Prentice-Hall, 2004.

McLeod, G. and Smith, D., *Managing Information Technology Projects, 2nd Ed.*

Teaching Arrangements

Lectures in this course will be presented partly by UNSW staff and partly by Accenture staff. The objective of this is to provide students with an understanding of how “text book theory” works “in practice”. As such, in many cases the lectures will not closely follow the text book – rather it will be up to the student to relate the theory in the text book and associated readings to the practical application. **NB: the assessment for the course expects that the students will accomplish this.**

The course will comprise a 2 hour lecture and 1 hour tutorial (laboratory session in week 9) per week.

Lecture sessions are held at the following times:

Monday 2pm – 4pm CLB 8

Wednesday 5pm – 7pm Murphy Theatre (Heffron Building)

Assessment

Tutorials work participation attendance	5% 10% 5%	20%
Assignment 1: Collaborative technology – task and management issues		30%
Assignment 2: Project management assignment structure, format/layout of report content (including conclusion/recommendation)	10% 20%	30%
Quiz		20%
		100%

Complete details of the assessments and requirements will be provided in due time via the course website (see below). In order to pass a course, a Pass is expected in **each and every component of the**

assessment (i.e. 50%). **Students who do not meet this requirement will be required to complete a 3 hour examination, the mark for which will form 60% of basis for the subject assessment, with the marks achieved in other components being scaled accordingly.** Tutorial work is calculated from the average of 3 tutorials (which will be determined by the LIC at the end of the session). **Both Assignments 1 and 2 will involve at least some group work.** It is essential that you form the groups (of **size 2**) by week 3 at the latest. Groups **cannot** be formed across different tutorial groups. Please inform your tutor of your group members. It is the responsibility of each group member to ensure the completion and hand-in of each assignment. Group problems must be reported to your tutor/lecturer as soon as possible. Special consideration will only be *considered* with documented medical evidence. Note the policy of the School on supplementary exams and special consideration - <http://sistm.web.unsw.EDU.AU/student/specialcons.html>

Late submissions of assignments will incur a penalty of 10% of the maximum mark per day. An extension in the time of submission will only be granted under exceptional circumstances by the lecturer in charge. Extension to assignments must be sought **AT LEAST 1 DAY BEFORE** the deadline. In all cases documented evidence must be provided.

Note that one of the objectives of the course is to expose students to the latest research in the topics covered. Part of that exposure in this course will involve students in developmental research.

Teaching Staff

	Office	Tel.	Email address
Geoffrey Dick, (Lecturer-in-charge)	QUAD 2092A	9385 5284	g.dick@unsw.edu.au
Emma Beames (Accenture)	-	-	-
Dubravka Cecez-Kecmanovic	QUAD 2107	9385 4735	dubravka@unsw.edu.au
Farhad Daneshgar	QUAD 2117	9385 4241	f.daneshgar@unsw.edu.au

Tutorial and Labs

There is an assessment component in this course for “participation” – this means what it says. You are expected to actively participate in all tutorials – normally this will involve **each week** some library research or review of readings provided, consideration of that material, preparation of notes for use in the tutorial (which will be collected without warning several times during the semester), possible presentation of that material to the class and active participation in discussion. Failure to comply with these requirements will result in failure of that component of the course – see “Assessment” above.

NB – Students are required to attend the tutorial in which they are enrolled. You will only receive credit for your participation in the tutorial you are enrolled in. Please note that you are required to attend at least 8 of the tutorials.

Students are to enrol in tutorials through the TAS system – there is no need to enrol separately for the labs – they will be held in place of tutorials in Week 9. Tutorial assignments will be available progressively on the course website – for Week 2, see below:

Week 2 – Using library reference material, find an IT manager’s success story and prepare a synopsis for class presentation. Identify the chief factors contributing to the manager’s success.

Course Website

The course website, available via WebCT, will be used for distribution of lecture overheads, tutorial work and readings, details of assignments and course announcements. The website will be available from week 2. Check it regularly!

Academic Misconduct

Students are reminded that the University regards academic misconduct as a very serious matter. Students found guilty of academic misconduct are usually excluded from the University for 2 years. However, because of the circumstances in individual cases the period of exclusion can range from one session to permanent exclusion from the University.

The following are some of the actions that have resulted in students being guilty of academic misconduct in recent years:

1. taking unauthorised materials into an examination;
2. submitting work for assessment knowing it to be the work of another person;
3. improperly obtaining prior knowledge of an examination paper and using that knowledge in the examination
4. failing to acknowledge the source of material in an assignment

Education Development Unit

Additional learning support, tailored to the needs of FCE students, is available from the Education Development Unit (EDU) in the Faculty. The EDU offers a range of services for FCE students including:

- o Academic skills workshops run throughout the session;
- o Printed and on-line study skills resources e.g. referencing guide, report writing and exam preparation;
- o A drop-in resource centre containing books and audio visual material that can be borrowed;
- o A limited consultation service for students with individual or small group learning needs.

More information about the EDU services including on-line resources, workshop details and consultation request forms are available from the EDU website. Contacts and location:

EDU Web: <http://education.fce.unsw.edu.au/>

EDU Location: Room 2039, Level 2 Quadrangle Building

EDU services are free and confidential and are available to students of the Faculty of Commerce and Economics.

Other UNSW support

In addition to the EDU services, the UNSW Learning Centre provides academic skills support services for students. The Learning Centre is located on Level 2 of the Library and can be contacted by Phone: 9385 3890 or through their website: <http://www.lc.unsw.edu.au/>. Students experiencing problems of an academic or personal nature are encouraged to contact the Counselling Service at UNSW. This service is free and confidential and run by professional counsellors. The Counselling Service is located on Level 2, Quadrangle East Wing, and can be contact on 9385 5418.

Lecture schedule – note that some minor variations may occur.

Week	Topic	Lecturer	Reference
------	-------	----------	-----------

starting			Reading
1 26/7	The big picture – IT management challenges	GD	Applegate 0,11, McNurlin 1,14
2 2/8	Business models and creating advantage with IT	GD	Applegate 1,2 McNurlin 3
3 9/8	IT leadership, planning and budgeting	Acc	Applegate 8 McNurlin 2,4
4 16/8	Managing eCommerce - networked and virtual organisations	GD	Applegate 0,2,3 McNurlin 3
5 23/8	Managing technology-driven change	Acc	Applegate 8,10
6 30/8	Managing system development	GD	Applegate 4,10 McNurlin 9,10
7 6/9	Computer mediated communication in the workplace – challenges for IT?	GD	To be advised
8 13/9	Managing IT projects – principles	Acc	McLeod 1-9, 12,13,15,19
9 20/9	Managing IT projects – practice	Acc	McLeod 10,17,18
- 27/9	RECESS		
10 4/10	Public Holiday – No classes this week	-	
11 11/10	IT operating models and sourcing strategies	tba	Applegate 8,9, McNurlin 5
12 18/10	Managing IT infrastructure and operations	tba	Applegate 5,6,7 McNurlin 5,6
13 25/10	Ethical issues in management of IT and course review	GD	McNurlin 13
14 1/11	Quiz	GD	

Last Updated: 21st July 2004 by Geoff Dick