

THE UNIVERSITY OF  
NEW SOUTH WALES



Australian School of Business  
School of Information Systems, Technology  
and Management

**Information Technology Quality and  
Project Management**

**INFS5733**

**Information Systems Project Management**

**INFS5848**

**Course Outline**

**Session 2, 2007**

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# **1 INFORMATION ABOUT THE COURSE**

## **1.1 Course Staff**

Ken Stevens is the co-ordinator of this course this session. His contact details are: Office: Quad 2073, Phone: 9385 4242, Email: k.stevens@unsw.edu.au

Ken is available for consultation after the weekly seminar (other times by appointment).

## **1.2 Communication with staff**

The best way to contact Ken is via email or to see them during his consultation time. If you need to contact him urgently but are unable to do so then you should leave a message with the school office either in person (Quad 2091E) or by phone (02 9385 5320).

## **1.3 Teaching times and locations**

A weekly seminar is held on Tuesday evenings, 6pm to 9.00 pm (18:00 – 21:00) in Old Main Building (OMB) 151.

## **1.4 Units of Credit**

INFS5733 and INFS5848 are worth 6 units of credit.

## **1.5 Relationship of this course to other course offerings**

INFS5733 is a core course in the Masters of Information Systems and is designed to complement the other core courses. INFS5733 has no prerequisites.

INFS5848 is an elective in the Master of Commerce and is designed to build upon the experience of earlier courses undertaken. Students who wish to undertake INFS5848 must have successfully completed INFS5988 Business Information Systems

## **1.6 Approach to learning and teaching**

We will cover a lot of material this session and some of this material is very difficult. It is vital that you study from Week 1. This means you should read the set readings, work through the set questions, and attend the seminar each week. In addition you will need to set aside time during the course to learn Microsoft Project.

The staff involved in the course will facilitate your learning by providing the guidance as to what you need to study through the reading list, the 'self assessment questions' and the seminars. They will also assist you with problems you may encounter through the seminars and consultations. At the end of the day, however, it is your responsibility to make a concerted effort in your studies. Keeping up to date is very important and each week builds on the prior weeks so it is important that you get your study regime organized quickly. By keeping up you are also properly prepared to participate in the seminar.

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# **2 COURSE AIMS AND OUTCOMES**

## **2.1 Course Aims**

This course aims to provide you with a comprehensive introduction into project management in an information technology / information systems context. It will explain the need for project management and the issues associated with managing projects in the IS/IT context. It will explain the key phases of the project management cycle and describe the various tools and methods used in each of those phases. The course will consider both theoretical and practical perspectives and equip you with the necessary skills to be able to better manage or participate in the project which you will encounter in your work. The course aims to further your development as a scholar and future business professional. The course will refine your

communication skills and group-work skills, improve your time management and assist in your research skills.

## **2.2 Student Learning Outcomes**

After studying this course you will be able to:

1. Describe the evolution of project management and explain its importance to improving the success of information technology projects;
2. Discuss the benefits of good project management;
3. Explain the project management life cycle and be able to construct a project management method which includes scope, tasks, time, cost and resource elements;
4. Apply project management methodologies across the key knowledge areas;
5. Explain the role of risk management and quality management in project management;
6. Explain the role of communications and management skill in managing projects; and
7. Set up and manage a small project in Microsoft Project.

Learning outcomes 1, 2 and 4 are addressed in Assignment 1

Learning outcomes 3, 4 and 7 are addressed in Assignment 2

The final exam addresses all learning outcomes.

## **2.3 Teaching Strategies**

The course has twelve topics which are considered over the fourteen weeks of the course (see course schedule for details). The specifics of each topic are set out in the weekly study guide. Each study guide sets out the learning outcomes, the required readings, self assessment exercises, seminar preparation and other activities for the week. The self assessment exercises are designed to test your understanding of the topic and include review questions, application questions and discussion questions of varying difficulty. The readings, self assessment exercises and your own summaries form the basis your private study. The study guides are available from the course website and will always be available at least one week in advance.

The weekly seminar is three hours and will involve a wide variety of activities including short presentations by the lecturer, individual and group exercises and class discussions, all centred on the topic at hand. The interactive nature of the seminars means you need to come prepared. At a minimum you should have read the essential readings and worked through the exercises listed under 'required preparation' as set out on the study guide for that week.

A key learning outcome of this course is proficiency in the Microsoft Project 2003. The software is supplied with the text and you are expected to familiarise yourself with it on a 'self-directed' basis. Your MS Project skills will be put to use in Assignment 2 and may also be tested in the exam.

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# **3 STUDENT RESPONSIBILITIES AND CONDUCT**

## **3.1 Workload**

It is expected that you will spend at least ten hours per week studying this course. This time should be made up of reading, research, working on exercises and problems, and attending classes. In periods where you need to complete assignments or prepare for examinations, the workload may be greater.

Over-commitment has been a cause of failure for many students. You should take the required workload into account when planning how to balance study with employment and other activities. Over-commitment results in poor outcomes because it leads to insufficient effort, inappropriate study environment or poor study habits. It is important you devote 'quality time' to this course. You need to do this in an environment that lets you concentrate on your

study without interruption or distraction. It is also vitally important that you study well. Building good study habits and methods is an ongoing process. You should think about what works well and what doesn't work well for you so you can improve your study. The university can assist you in developing good study habits.

### 3.2 Attendance

Your regular and punctual attendance at the seminars is expected. University regulations stipulate that if you attend less than 80% of scheduled classes then you may be refused final assessment. A record of attendance at the seminar will be kept.

### 3.3 General Conduct and Behaviour

You are expected to conduct yourself in a professional and decorous manner, showing respect and consideration for the needs of your fellow students and the teaching staff. Behaviour which is rude, aggressive, disruptive, or interferes with a class (including talking on your mobile phone) is completely unacceptable and you will be told to leave the class. Your obligations in regard to your conduct are set out is available at: [www.my.unsw.edu.au](http://www.my.unsw.edu.au).

### 3.4 Keeping Informed

All announcements regarding the course are placed on the announcements page on the course website. You should check the announcements page at least twice a week. Important announcements will also be repeated in class.

From time to time, the University will send announcements to your university e-mail address without providing you with a paper copy and the University deems that you received this information.

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## 4 ASSESSMENT

### 4.1 Formal Requirements

In order to pass this course, you must:

- Achieve a composite mark of at least 50; and
- Complete each assessment component to minimum acceptable level (normally a minimum mark of 40%). If this level of performance is not achieved in any component a UF grade will be awarded.

Please note that assessment components may be scaled to a mean of 60% and all assessment tasks are subject to SISTM assessment policies which are available on the SISTM website.

### 4.2 Assessment Details

Component:	Value	Due date	Mode
Assignment 1	20%	Week 6	Individual
Assignment 2	24%	Week 12	Group
Group Presentation	6%	Week 13 & Week 14	Group
Final Exam	50%	Exam period	Individual

#### 4.2.1 Assignment 1

Assignment 1 is worth 20% of your overall marks, is to be undertaken individually and is due in Week 6. Assignment 1 involves writing a report of no more than 2,000 words regarding a key issue in the management of IT projects.

The learning outcomes of assignment 1 include:

- Discuss the benefits of good project management;
- Apply project management methodologies across the key knowledge areas.

Marks will be awarded for Assignment 1 on the quality of the report as evidenced by the references cited, the quality of the arguments made and conclusions drawn. The detailed breakdown of the marking criteria will be set out on the Assignment 1 requirements.

The specific requirements for Assignment 1 will be released on the website in Week 1 and discussed in the Week 2 seminar

#### **4.2.2 Assignment 2**

Assignment 2 is worth 24% of your overall marks, is to be undertaken in groups of no more than 3 and is due in Week 12. Assignment 2 involves the set up, scheduling, costing and resourcing of a project in Microsoft Project 2003 and a preparation of a report regarding various aspects of the project.

Marks will be awarded across a range of criteria including completeness and appropriateness of the project set up and the quality of discussion and presentation of the accompanying report. The detailed breakdown of the marking criteria will be set out on the Assignment 2 requirements. The project on which you base your assignment is up to you.

The learning outcomes of Assignment 2 include:

- Apply project management methodologies across the key knowledge areas
- Explain the role of communications and management skill in managing projects
- Set up and manage a small project in Microsoft Project

The textbook includes a limited use version of MS Project 2003. Both textbook and the software have extensive 'self-help' tutorials which will enable you to learn all of the MS Project skills that you will need to undertake the assignment.

A confidential peer assessment will be available for you to evaluate the contribution of each group member (including yourself) to the assignment. The group is required to keep a diary of all the activities that take place. The format for the group diary is given in the Assignment 2 requirements. The group diary is to be submitted with the assignment. The individual members of the group are also required to keep a diary of their activities. The individual diaries do not need to be submitted with the assignment, but will be required where there are concerns about the relative efforts of group members.

The specific requirements for Assignment 2 will be released on the course website in Week 6 and discussed in the Week 7 seminar. The groups for Assignment 2 will be finalised in the Week 8 seminar.

#### **4.2.3 Assignment 2 Group Presentation**

Assignment 2 will also involve a presentation by your group in the Week 13 or Week 14 seminar. The presentation will be worth 6 marks and will be about a number of key aspects of your project. Each member of the group is required to present, with each group's presentation being no more than 12 minutes. Details regarding the group presentation will be included in the Assignment 2 requirements

#### **4.2.4 Final Exam**

A final examination worth 50% of the overall marks will be run during the examination period (9 November to 27 November). The exam will be a closed book exam of 2 hours duration. All exams are conducted in accordance with the UNSW Rules for the Conduct of Examinations and it is your responsibility to be familiar with these rules.

The exam is designed to test your understanding of the core concepts of Project Management in the IS/IT context and your ability to apply these concepts. The exam will test these through short answer questions, extended answer questions, case-based questions and essays.

The exam will cover material from all aspects of the course including the readings, the self assessment exercises, the seminar (including materials covered in class discussions and not necessarily covered in the seminar slides) and the assignments (including material specifically relating to Microsoft Project software). Details regarding the format and coverage of the exam will be discussed in the Week 12 seminar.

#### **4.2.5 Assistance with Assignments and Preparation for the Exam**

Assistance in the completion of the assignments and preparation for the exam will be available from the course co-ordinator. An MS Project expert will also be available to answer your questions about MS Project in the second assignment. His details and contact times will be made available later in the session.

A number of special units in the University can provide you with assistance in report writing and study for the exam. A list of these services is set out on the course website.

#### **4.3 Assignment Format and Submission Procedure**

All assignments are to be submitted in the seminar of the week that they are due. Details regarding the format and submission requirements of each assignment are set out on the course website.

#### **4.4 Late Submission**

The late submission of assignments carries a penalty of 10% of the available marks for that assignment per day of lateness. An extension of time to complete an assignment may be granted by the course co-ordinator in case of misadventure or illness. Applications for an extension of time should be made to the course co-ordinator by email or in person. Please note that you will be required to substantiate your application with appropriate documentary evidence (such as medical certificates, accident reports etc) of the grounds on which you are making your application further details. Please note that work commitments and computer failures are usually considered insufficient grounds for an extension.

#### **4.5 Special Consideration and Supplementary examinations**

If you are ill or suffer a misadventure which you believe adversely impacts on your performance in the final examination you can apply for special consideration. Applications for special consideration (including supplementary examinations) must be made to UNSW Central within 3 working days of the examination. Applications cannot be accepted by teaching staff. You should note that applying for special consideration does not automatically mean that you will be granted additional assessment or that you will be awarded an amended result. Details of these procedures and policies can be found at:

<https://my.unsw.edu.au/student/atoz/SpecialConsideration.html>

A register of applications for Special Consideration is maintained. History of previous applications for Special Consideration is taken into account when considering each case.

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## 5 ACADEMIC HONESTY AND PLAGIARISM

The University regards plagiarism as a form of academic misconduct and has very strict rules regarding plagiarism. For full information regarding policies, penalties and information to help you avoid plagiarism see: <http://www.lc.unsw.edu.au/plagiarism/index.html>

Plagiarism is the presentation of the thoughts or work of another as one's own.\*

Examples include:

- direct duplication of the thoughts or work of another, including by copying work, or knowingly permitting it to be copied. This includes copying material, ideas or concepts from a book, article, report or other written document (whether published or unpublished), composition, artwork, design, drawing, circuitry, computer program or software, web site, Internet, other electronic resource, or another person's assignment without appropriate acknowledgement;
- paraphrasing another person's work with very minor changes keeping the meaning, form and/or progression of ideas of the original;
- piecing together sections of the work of others into a new whole;
- presenting an assessment item as independent work when it has been produced in whole or part in collusion with other people, for example, another student or a tutor; and,
- claiming credit for a proportion a work contributed to a group assessment item that is greater than that actually contributed.†
- Submitting an assessment item that has already been submitted for academic credit elsewhere may also be considered plagiarism.
- The inclusion of the thoughts or work of another with attribution appropriate to the academic discipline does *not* amount to plagiarism.

Students are reminded of their Rights and Responsibilities in respect of plagiarism, as set out in the University Undergraduate and Postgraduate Handbooks, and are encouraged to seek advice from academic staff whenever necessary to ensure they avoid plagiarism in all its forms.

The Learning Centre website is the central University online resource for staff and student information on plagiarism and academic honesty. It can be located at: [www.lc.unsw.edu.au/plagiarism](http://www.lc.unsw.edu.au/plagiarism)

The Learning Centre also provides substantial educational written materials, workshops, and tutorials to aid students, for example, in:

- correct referencing practices;
- paraphrasing, summarising, essay writing, and time management;
- appropriate use of, and attribution for, a range of materials including text, images, formulae and concepts.

Individual assistance is available on request from The Learning Centre.

Students are also reminded that careful time management is an important part of study and one of the identified causes of plagiarism is poor time management. Students should allow sufficient time for research, drafting, and the proper referencing of sources in preparing all assessment items.

\* Based on that proposed to the University of Newcastle by the St James Ethics Centre. Used with kind permission from the University of Newcastle

† Adapted with kind permission from the University of Melbourne.

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## 6 STUDENT RESOURCES

### 6.1 Course Website

The course website is hosted on WebCT Vista ([www.elearning.unsw.edu.au](http://www.elearning.unsw.edu.au)). You will have access to the course website once you have enrolled in the course.

The course website contains the study guides, lecture slides, assignment details, announcements and other information about the course.

### 6.2 Textbooks

The text for the course is:

Schwalbe, Kathy (2006) *Information Technology Project Management, Fourth Edition*, Thomson Course Technology, ISBN 13 978-0-619-21526-2

You will need unrestricted access to the textbook throughout the session. You will need to bring the textbook to the seminar each week.

### 6.3 Other Resources, Support and Information

The University and the Faculty provide a wide range of support services for students, including:

- Learning and study support
  - FCE Education Development Unit (<http://education.fce.unsw.edu.au>)
  - UNSW Learning Centre (<http://www.lc.unsw.edu.au>)
  - EdTec – WebCT information (<http://www.edtec.unsw.edu.au>)
- Counselling support (<http://www.counselling.unsw.edu.au>)
- Library training and support services (<http://info.library.unsw.edu.au>)
- Disability Support Services. Students with a disability that requires some adjustment in their teaching or learning environment are encouraged to discuss their needs with the Course Coordinator or the Equity Officer (<http://www.equity.unsw.edu.au/disabil.html>). Early notification is essential to enable any necessary adjustments to be made.

In addition, it is important that all students are familiar with University policies and procedures in relation to such issues as:

- Examination procedures and advice concerning illness or misadventure <https://my.unsw.edu.au/student/academiclife/assessment/examinations/examinationrules.html>
- Occupational Health and Safety policies and student responsibilities; <http://www.riskman.unsw.edu.au/ohs/Policies%20&%20Procedures/UNSW%20OHS%20Accountability.pdf>

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## 7 CONTINUAL COURSE IMPROVEMENT

Each session feedback is sought from students and other stakeholders about the courses offered in the School and continual improvements are made based on this feedback. UNSW's Course and Teaching Evaluation and Improvement (CATEI) Process is one of the ways in which student evaluative feedback is gathered. Significant changes to courses and programs within the School are communicated to subsequent cohorts of students.

## 8 COURSE SCHEDULE

Week	Seminar Date	Topic	Readings	Deliverables and Events
1	24/7	Welcome and course overview Introduction to Project Management	Ch1	Assignment 1 released
2	31/7	Project Management and the IT Context	Ch 2	Assignment 1 discussed in seminar
3	7/8	Project Management Process Groups	Ch 3	
4	14/8	Project Integration Management	Ch 4	
5	21/8	Project Scope Management	Ch 5	
6	28/8	Project Time Management	Ch 6	Assignment 1 due Assignment 2 released
7	4/9	Project Cost Management	Ch. 7	Assignment 2 discussed in seminar
8	11/9	Project Quality Management	Ch 8	Assignment 2 groups formed in seminar
9	18/9	Project Human Resources Management	Ch 9	
		<i>Mid session break</i>		
10	2/10	Project Communications Management	Ch 10	
11	9/10	Project Risk Management	Ch 11	
12	16/10	Project Procurement Management	Ch 12	Assignment 2 due Exam discussed in seminar
13	23/10	Assignment 2 Presentations		
14	30/10	Course Review		