MONASH University

**FIT3019
Information systems management**

Unit guide

Semester 2, 2008

Table of Contents

FIT3019 Information systems management - Semester 2 , 2008

Unit leader :

Shyh Wei Teng

Lecturer(s) :

Gippsland

- Shyh Wei Teng

Tutors(s) :

Gippsland

- Shyh Wei Teng

Introduction

Welcome to FIT3019 Information Systems Management for semester 2, 2008. This 6 point unit is core to Bachelor of Information Technology and Systems (major in Business Systems) degree program in the Faculty of IT. It can also be taken as a 6 point elective unit in other Bachelor of Information Technology and Systems majors. The unit has been designed to provide you with an understanding of the management issues surrounding information technology in middle to large size companies/organisations using real examples in various industries.

Unit synopsis

This unit provides students with an understanding of the management issues surrounding information technology(IT), the knowledge of management functions and responsibilities necessary for IT managers, and the knowledge to apply IT management principles in the organisational environment.

Main topics include:

- Information Systems Management
- Managing Essential Technologies
- Managing System Development
- Managing New Technologies
- Acquisition of Hardware, Software, Networks, and Services
- People and Technology

Learning outcomes

On completion of this unit, students should have:

Knowledge of:

- the relationship between IT and organisational management and current trends in IT and IT management;

Understanding of:

- operational management requirements of a system and their inter-relationships;
- evaluating the philosophies and processes behind IT resourcing;

Attitudes of

- consideration of ethical issues in IT and IT management.

Skills in

- accessing resource management strategies and applying these in case studies;
- identifying the processes and potential problems involved in IS development and IT planning.

Workload

For on campus students, workload commitments are:

- two-hour lecture and
- two-hour tutorial (requiring advance preparation)
- a minimum of 2-3 hours of personal study per one hour of contact time in order to satisfy the reading and assignment expectations.
- You will need to allocate up to 5 hours per week in some weeks, for use of a computer, including time for newsgroups/discussion groups.

Off-campus students generally do not attend lecture and tutorial sessions, however, you should plan to spend equivalent time working through the relevant resources and participating in discussion groups each week.

Unit relationships

Prerequisites

Before attempting this unit you must have satisfactorily completed

GCO2813 or GCO9806 or FIT2005 or FIT2027, or equivalent. You should have understanding of the role of systems analysis and design in the development of computer-based systems, understanding the various system development methods and tools.

Relationships

FIT3019 is a level 3 core unit for undergraduates in the Bachelor of Information Technology and Systems at Gippsland and majoring in business systems.

Before attempting this unit you must have satisfactorily completed GCO2813 or GCO9806 or FIT2005 or FIT2027, or equivalent. You should have understanding of the role of systems analysis and design in the development of computer-based systems, understanding the various system development methods and tools.

You may not study this unit and GCO3816, IMS3002 (Translation set GCO3816) in your degree.

Continuous improvement

Monash is committed to 'Excellence in education' and strives for the highest possible quality in teaching and learning. To monitor how successful we are in providing quality teaching and learning Monash regularly seeks feedback from students, employers and staff. Two of the formal ways that you are invited to provide feedback are through Unit Evaluations and through Monquest Teaching Evaluations.

One of the key formal ways students have to provide feedback is through Unit Evaluation Surveys. It is Monash policy for every unit offered to be evaluated each year. Students are strongly encouraged to complete the surveys as they are an important avenue for students to "have their say". The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

Student Evaluations

The Faculty of IT administers the Unit Evaluation surveys online through the my.monash portal, although for some smaller classes there may be alternative evaluations conducted in class.

If you wish to view how previous students rated this unit, please go to
http://www.monash.edu.au/unit-evaluation-reports/

Over the past few years the Faculty of Information Technology has made a number of improvements to its courses as a result of unit evaluation feedback. Some of these include systematic analysis and planning of unit improvements, and consistent assignment return guidelines.

Monquest Teaching Evaluation surveys may be used by some of your academic staff this semester. They are administered by the Centre for Higher Education Quality (CHEQ) and may be completed in class with a facilitator or on-line through the my.monash portal. The data provided to lecturers is completely anonymous.
Monquest surveys provide academic staff with evidence of the effectiveness of their teaching and identify areas for improvement. Individual Monquest reports are confidential, however, you can see the summary results of Monquest evaluations for 2006 at http://www.adm.monash.edu.au/cheq/evaluations/monquest/profiles/index.html

Unit staff - contact details

Unit leader

Dr Shyh Teng
Lecturer
Phone +61 3 990 26851

Lecturer(s) :

Dr Shyh Teng
Lecturer
Phone +61 3 990 26851

Tutor(s) :

Dr Shyh Teng
Lecturer
Phone +61 3 990 26851

Teaching and learning method

The delivery of this unit consists of lectures and tutorials.

Although various IS management issues and principles will be covered in the lectures, it is still essential for students to do extensive readings, which are provided in the Unit Book, prescribed text and suggested online websites. These readings, which include many real-life case examples, help to reinforce the issues and principles covered.

The tutorials provide students the opportunity to reinforce their understandings and to apply these management knowledge into problems illustrated in the tutorial questions.

All students should also participate in the discussion forums to clarify issues with the unit advisor and other students taking this unit. This is especially important for the off-campus-learning students.

Communication, participation and feedback

Monash aims to provide a learning environment in which students receive a range of ongoing feedback throughout their studies. You will receive feedback on your work and progress in this unit. This may take the form of group feedback, individual feedback, peer feedback, self-comparison, verbal and written feedback, discussions (on line and in class) as well as more formal feedback related to assignment marks and grades. You are encouraged to draw on a variety of feedback to enhance your learning.

It is essential that you take action immediately if you realise that you have a problem that is affecting your study. Semesters are short, so we can help you best if you let us know as soon as problems arise. Regardless of whether the problem is related directly to your progress in the unit, if it is likely to interfere with your progress you should discuss it with your lecturer or a Community Service counsellor as soon as possible.

Unit Schedule

Week	Topic	Study guide	Key dates
1	Information Systems Management	1	
2	Information Systems Management	1	
3	Information Systems Management	1	
4	Managing Essential Technologies	2	
5	Managing Essential Technologies	2	
6	Managing Essential Technologies	2	Assignment 1 Due
7	Managing System Development	3	
8	Managing System Development	3	
9	Systems for Supporting Knowledge Work	4	
10	Systems for Supporting Knowledge Work	4	
11	Acquisition of Hardware, Software, Networks, and Services	5	Assignment 2 Due
	Mid semester break		
12	People and Technology	6	
13	Revision		

Unit Resources

Prescribed text(s) and readings

Prescribed text:

McNurlin, B.C. and Sprague, R.H. Jr Information Systems Management in Practice (7th edition), Prentice-Hall, 2006.

Text books are available from the <u>Monash University Book Shops</u>. Availability from other suppliers cannot be assured. The Bookshop orders texts in specifically for this unit. You are advised to purchase your text book early.

Recommended text(s) and readings

Recommended texts:

Turban, E., McLean, E. and Wetherbe, J. Information Technology for Management, John Wiley, (5th edition), 2006.

Oz, E., Management Information Systems, Thomson Course Technology, (5th edition, 2006.

Alter, S., Information Systems - A Management Perspective, (6th edition) , 2004.

Frenzel, C.W. Managing Information Technology (4th edition), Thomson learning, 2003.

Turban, E., Lee, J., King, D., and Viehland, Electronic Commerce - A Management Perspective, Prentice-Hall, (4th edition), 2006

Required software and/or hardware

There is no software requirement.

Equipment and consumables required or provided

Students studying off-campus are required to have the <u>minimum system configuration</u> specified by the Faculty as a condition of accepting admission, and regular Internet access. On-campus students, and those studying at supported study locations may use the facilities available in the computing labs. Information about computer use for students is available from the ITS Student Resource Guide in the Monash University Handbook. You will need to allocate up to **4** hours per week for use of a computer, including time for newsgroups/discussion groups.

Study resources

Study resources we will provide for your study are:

A printed Unit Book containing 6 Study Guides, Minicases/Case Studies, and Readings.

FIT3019 Information systems management - Semester 2 , 2008

This Unit Information outlining the administrative information for the unit.

The FIT3019 web site on: https://my.monash.edu.au/muso/blackboard/login/,

where lecture slides, weekly tutorial requirements, assignment specifications, sample solutions and supplementary material will be posted.

Newsgroups/discussion groups that can be linked to from the unit Blackboard site. A printed Unit Book containing 6 Study Guides, Minicases/Case Studies, and Readings.

Library access

The Monash University Library site contains details about borrowing rights and catalogue searching. To learn more about the library and the various resources available, please go to http://www.lib.monash.edu.au. Be sure to obtain a copy of the Library Guide, and if necessary, the instructions for remote access from the library website.

Monash University Studies Online (MUSO)

All unit and lecture materials are available through MUSO (Monash University Studies Online). Blackboard is the primary application used to deliver your unit resources. Some units will be piloted in Moodle. If your unit is piloted in Moodle, you will see a link from your Blackboard unit to Moodle (http://moodle.monash.edu.au) and can bookmark this link to access directly. In Moodle, from the Faculty of Information Technology category, click on the link for your unit.

You can access MUSO and Blackboard via the portal: http://my.monash.edu.au

Click on the Study and enrolment tab, then Blackboard under the MUSO learning systems.

In order for your Blackboard unit(s) to function correctly, your computer needs to be correctly configured.

For example:

- Blackboard supported browser
- Supported Java runtime environment

For more information, please visit: http://www.monash.edu.au/muso/support/students/downloadables-student.html

You can contact the MUSO Support by: Phone: (+61 3) 9903 1268

For further contact information including operational hours, please visit:
http://www.monash.edu.au/muso/support/students/contact.html

Further information can be obtained from the MUSO support site:
http://www.monash.edu.au/muso/support/index.html

Assessment

Unit assessment policy

The unit is assessed with two assignments and a three hour closed book* examination. To pass the unit you must:

- attempt both assignments and the examination
- achieve no less that 40% of the possible marks in the two assignments
- achieve no less that 40% of the possible marks in the exam
- achieve no less than 50% of possible marks

If a student does not achieve 40% or more in the unit examination or the unit non-examination assessment then a mark of no greater than 44-N will be recorded for the unit.

Assignment tasks

- **Assignment Task**

  Title : Assignment 1

  Description :

  This assignment assesses materials taught in Study Guides 1 & 2. It consists of case-study-based questions, structured questions and essays.

  Weighting : 20%

  Criteria for assessment :

  Assessment criteria are indicated as part of the assignment specifications.

  Due date : 22/8/08
- **Assignment Task**

  Title : Assignment 2

  Description :

  This assignment assesses materials taught in Study Guides 1 to 5, although the focus is on Study guides 3 to 5. It consists of case-study-based questions, structured questions and essays.

  Weighting : 30%

  Criteria for assessment :

  Assessment criteria are indicated as part of the assignment specifications.

  Due date : 26/9/08

Examinations

- **Examination**

  Weighting : 50%

  Length : 3 hours

  Type (open/closed book) : Closed book

  Remarks (optional - leave blank for none) :

  Although the exam is specified as a closed book exam, you are permitted to bring in the following study materials for the exam:

    ♦ prescribed text
    ♦ study guides
    ♦ lecture notes

Assignment submission

TBA on the assignment specifications.

Assignment coversheets

Availability of assignment coversheets indicated in the assignment specifications.

University and Faculty policy on assessment

Due dates and extensions

The due dates for the submission of assignments are given in the previous section. Please make every effort to submit work by the due dates. It is your responsibility to structure your study program around assignment deadlines, family, work and other commitments. Factors such as normal work pressures, vacations, etc. are seldom regarded as appropriate reasons for granting extensions. Students are advised to NOT assume that granting of an extension is a matter of course.

Requests for extensions must be made to the unit lecturer at your campus at least two days before the due date. You will be asked to forward original medical certificates in cases of illness, and may be asked to provide other forms of documentation where necessary. A copy of the email or other written communication of an extension must be attached to the assignment submission.

Late assignment

An assignment must be submitted by the *cut-off date*, which is usually seven days after the *due date*. Any assignment submitted after the cut-off date will not be accepted by the WebFace system and therefore, it will be marked automatically to zero. Any assignment submitted after the due date will be penalised by 5% of the full marks for each 24 hours of delay.

This policy is strict because comments or guidance will be given on assignments as they are returned, and sample solutions may also be published and distributed, after assignment marking or with the returned assignment.

Return dates

Students can expect assignments to be returned within two weeks of the submission date or after receipt, whichever is later.

Assessment for the unit as a whole is in accordance with the provisions of the Monash University Education Policy at http://www.policy.monash.edu/policy-bank/academic/education/assessment/

We will aim to have assignment results made available to you within two weeks after cut-off date.

Plagiarism, cheating and collusion

Plagiarism and cheating are regarded as very serious offences. In cases where cheating has been confirmed, students have been severely penalised, from losing all marks for an assignment, to facing disciplinary action at the Faculty level. While we would wish that all our students adhere to sound ethical conduct and honesty, I will ask you to acquaint yourself with Student Rights and Responsibilities (http://www.infotech.monash.edu.au/about/committees-groups/facboard/policies/studrights.html) and the Faculty regulations that apply to students detected cheating as these will be applied in all detected cases.

In this University, cheating means seeking to obtain an unfair advantage in any examination or any other written or practical work to be submitted or completed by a student for assessment. It includes the use, or attempted use, of any means to gain an unfair advantage for any assessable work in the unit, where the means is contrary to the instructions for such work.

When you submit an individual assessment item, such as a program, a report, an essay, assignment or other piece of work, under your name you are understood to be stating that this is your own work. If a submission is identical with, or similar to, someone else's work, an assumption of cheating may arise. If you are planning on working with another student, it is acceptable to undertake research together, and discuss problems, but it is not acceptable to jointly develop or share solutions unless this is specified by your lecturer.

Intentionally providing students with your solutions to assignments is classified as "assisting to cheat" and students who do this may be subject to disciplinary action. You should take reasonable care that your solution is not accidentally or deliberately obtained by other students. For example, do not leave copies of your work in progress on the hard drives of shared computers, and do not show your work to other students. If you believe this may have happened, please be sure to contact your lecturer as soon as possible.

Cheating also includes taking into an examination any material contrary to the regulations, including any bilingual dictionary, whether or not with the intention of using it to obtain an advantage.

Plagiarism involves the false representation of another person's ideas, or findings, as your own by either copying material or paraphrasing without citing sources. It is both professional and ethical to reference clearly the ideas and information that you have used from another writer. If the source is not identified, then you have plagiarised work of the other author. Plagiarism is a form of dishonesty that is insulting to the reader and grossly unfair to your student colleagues.

Register of counselling about plagiarism

The university requires faculties to keep a simple and confidential register to record counselling to students about plagiarism (e.g. warnings). The register is accessible to Associate Deans Teaching (or nominees) and, where requested, students concerned have access to their own details in the register. The register is to serve as a record of counselling about the nature of plagiarism, not as a record of allegations; and no provision of appeals in relation to the register is necessary or applicable.

Non-discriminatory language

The Faculty of Information Technology is committed to the use of non-discriminatory language in all forms of communication. Discriminatory language is that which refers in abusive terms to gender, race, age, sexual orientation, citizenship or nationality, ethnic or language background, physical or mental ability, or political or religious views, or which stereotypes groups in an adverse manner. This is not meant to preclude or inhibit legitimate academic debate on any issue; however, the language used in such debate should be non-discriminatory and sensitive to these matters. It is important to avoid the use of discriminatory language in your communications and written work. The most common form of discriminatory language in academic work tends to be in the area of gender inclusiveness. You are, therefore, requested to check for this and to ensure your work and communications are non-discriminatory in all respects.

Students with disabilities

Students with disabilities that may disadvantage them in assessment should seek advice from one of the following before completing assessment tasks and examinations:

- Faculty of Information Technology Student Service staff, and / or
- your Unit Coordinator, or
- Disabilities Liaison Unit

Deferred assessment and special consideration

Deferred assessment (not to be confused with an extension for submission of an assignment) may be granted in cases of extenuating personal circumstances such as serious personal illness or bereavement. Information and forms for Special Consideration and deferred assessment applications are available at http://www.monash.edu.au/exams/special-consideration.html. Contact the Faculty's Student Services staff at your campus for further information and advice.