

FIT9006
Information technology management

Unit Guide

Semester 2, 2013

The information contained in this unit guide is correct at time of publication. The University has the right to change any of the elements contained in this document at any time.

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FIT9006 Information technology management - Semester 2, 2013

This unit presents IT management as a project-based activity, oriented to fulfilling corporate goals, meeting business operational requirements and delivering value for an organisation. Core concepts are established: strategic contexts of IT management, systems, information systems, systems development, business processes and modelling, and IT as support for core business processes. An overview of project management processes, tools and techniques used for software development projects follows. IT-related issues and trends posing complex challenges to management and organisation of the IT resource in contemporary organisations are explored. Ethics in IT management is a central theme.

Mode of Delivery

- Caulfield (Day)
- Gippsland (Off-campus)

Contact Hours

2 hrs lectures/wk, 2 hrs laboratory/wk

Workload requirements

You are expected to spend 12 hours per week on various activities including reading, communication with other students and unit lecturers, and preparation for learning tasks and formal assessments.

This includes:

- a two-hour lecture;
- a two-hour tutorial or laboratory (requiring preparation in advance); and
- an average of 8 hours of out-of-class time, involving reading, class preparation, assignment work, revision, computer-based activities and time for newsgroups/discussion groups.

Unit Relationships

Prohibitions

IMS9043

Chief Examiner

Dr Mahbubur Rahim

Campus Lecturer

Caulfield

Associate Professor Vincent Lee

Gippsland

Associate Professor Vincent Lee

Academic Overview

Learning Outcomes

At the completion of this unit students will have -A knowledge and understanding of:

- the strategic contexts of IT management, including: the strategic value and impacts of IT; the strategy process; the need to effectively align business strategy and IT strategy; the value of a portfolio approach to managing IT investments and mitigating risk; the critical importance of a customer-centric approach to IT strategy; and key management roles and relationships (eg CEO-CIO);
- the more common business processes, and the role that IT can play in managing these processes and in providing information systems that are appropriate for an organisations operational needs;
- the technical processes of a generic SDLC model, contract development, outsourcing and package purchase as alternative approaches to providing information systems;
- the project management processes related to in-house and contract software development, software outsourcing, package acquisition and implementation;
- the requirements for ongoing management of the IT infrastructure of an organisation that takes appropriate advantage of technological innovation to address the short-term and long-term objectives of the business;
- IT professional ethics, and ethical issues in the management and use of IT within organisations.

Developed attitudes that enable them to:

- have a systematic approach to IT provisioning in a business whilst maintaining a pragmatic approach to business needs;
- critically assess the worth of technological innovations for their contribution towards meeting business objectives in both the short-term and the longer term;
- recognise the management of IT infrastructure as a corporate resource, and business information as critical to meeting business objectives;
- develop a project management approach to developing information systems that are appropriate to the organisations needs;
- maintain ethical principles and practices in IT management.

Developed the skills to:

- apply selected systems development techniques associated with SDLC-based system developments;
- model business processes using industry standard modelling conventions and a standard commercial business process modelling software package;
- determine requirements and specifying development or acquisition projects, using both traditional and innovative techniques and methods;
- apply project management techniques and using project management software.

Demonstrated the communication and teamwork skills necessary to:

- acquire understanding of the IT management and project management processes not only in terms of objective criteria like budgets, resources and software tools, but also as social activities and relationships involving individual, group and corporate-wide objectives and imperatives.

Unit Schedule

Week	Activities	Assessment
0		No formal assessment or activities are undertaken in week 0
1	Fundamentals of IS/IT & IT management	Tutorials begin in Week 1
2	Strategic contexts of organisations	
3	IT strategy and business strategy	
4	IT strategy alignment	
5	IT governance	
6	IT project success and failure	
7	Modeling business/organisational processes	Assignment 1 due Friday 13 September 2013
8	IT budgeting	
9	IT outsourcing	
10	IT provisioning	
11	Legal issues for IT professionals	
12	Review of key concepts of IT management, exam preparation and review	Sample exam review during Tutorial 12, Assignment 2 due Friday 25 October 2013
	SWOT VAC	No formal assessment is undertaken in SWOT VAC
	Examination period	LINK to Assessment Policy: http://policy.monash.edu.au/policy-bank/academic/education/assessment/assessment-in-coursework-policy.html

*Unit Schedule details will be maintained and communicated to you via your learning system.

Assessment Summary

Examination (3 hours): 60%; In-semester assessment: 40%

Assessment Task	Value	Due Date
Assignment 1: IT Strategy & Business Strategy - An Investigation	20%	Friday 13 September 2013
Assignment 2: Investigating an Instance of IT Project Failure	20%	Friday 25 October 2013
Examination 1	60%	To be advised

Teaching Approach

Lecture and tutorials or problem classes

This teaching and learning approach provides facilitated learning, practical exploration and peer learning.

Assessment Requirements

Assessment Policy

Faculty Policy - Unit Assessment Hurdles

([http://www.infotech.monash.edu.au/resources/staff/edgov/policies/assessment-examinations/unit-assessment-hu](http://www.infotech.monash.edu.au/resources/staff/edgov/policies/assessment-examinations/unit-assessment-hurdles))

Academic Integrity - Please see the Demystifying Citing and Referencing tutorial at

<http://lib.monash.edu/tutorials/citing/>

Assessment Tasks

Participation

• Assessment task 1

Title:

Assignment 1: IT Strategy & Business Strategy - An Investigation

Description:

This assignment is designed to test students' understanding about the importance of IT strategy and its alignment with business strategy in organisations.

Weighting:

20%

Criteria for assessment:

This assignment will be evaluated in terms of the following criteria:

- ◆ completeness (contents addressing the key areas)
- ◆ correctness (demonstrating research skills by identifying and using relevant sources)
- ◆ presence of relevant information (showing cognitive skills: analysis, evaluation)
- ◆ and clarity of expression (showing writing skills: structure, expression, presentation).

Due date:

Friday 13 September 2013

• Assessment task 2

Title:

Assignment 2: Investigating an Instance of IT Project Failure

Description:

This assignment is designed to test students' understanding about how various key factors contribute to the failure of IT systems projects in organisations.

Weighting:

20%

Criteria for assessment:

This assignment will be evaluated in terms of the following criteria:

- ◆ completeness [contents (e.g. factors) addressing the key areas]
- ◆ correctness (demonstrating research skills by identifying and using relevant sources)
- ◆ presence of relevant information (showing cognitive skills: analysis, evaluation of the process concepts)

- ◆ and clarity of expression (showing writing skills: structure, expression, presentation).

Due date:

Friday 25 October 2013

Examinations

• Examination 1

Weighting:

60%

Length:

3 hours

Type (open/closed book):

Closed book

Electronic devices allowed in the exam:

None

Remarks:

Examination paper will have three parts: multiple choice questions, mini-cases, and discussion questions.

Learning resources

Reading list

There is no single prescribed textbook for this unit. Each week, a list of useful references (including journal articles) will be cited. However, parts of the following textbooks are useful:

1. Suraweera and Cragg (2010) "IT management in SMEs", IGI Global, Chapter 6.1, pp.1743-1749
2. Piccoli, G. (2008) Information systems for managers: text & cases, John Wiley & Sons, Inc, Chapters 1-2, pp.1-9, 21-40
3. Kangas, K. (2003) "The resource-based theory of the firm: the new paradigm for information resources management?", In "Business Strategies for Information Technology Management", IRM Press, Chapter IX, pp.129-148
4. Applegate, Lynda M., Austin, Robert D. & McFarlan, F. Warren. (2009). *Corporate information strategy and management: Text and cases*. (8th Edition). Boston, MA: McGraw-Hill Irwin. ISBN 9780073402932; 0073402931.
5. Frenzel, Carol W. & Frenzel, John C. (2004). *Management of information technology*. (4th Edition). Boston, MA : Thomson, Course Technology. ISBN 0-619-03417-3.
6. Brown, Carol V. et al. (2009). *Managing information technology*. (6th Edition). Upper Saddle River, N.J. : Pearson-Prentice Hall. ISBN 9780131789548; 0131789546.
7. Pearlson, Keri & Saunders, Carol S. (2010). *Managing and using information systems: A strategic approach*. (4th Edition). Hoboken, NJ: Wiley. ISBN 9780470343814; 0470343818.
8. Reynolds, George W. (2007). *Ethics in information technology*. (2nd Edition). Australia; UK; Thomson, Course Technology. ISBN 1418836311.

9. Turban, Efraim & Volonino, Linda. (2010). *Information technology for management: Improving performance in the digital economy*. (7th Edition). Hoboken, NJ: Wiley.

Monash Library Unit Reading List

<http://readinglists.lib.monash.edu/index.html>

Feedback to you

Types of feedback you can expect to receive in this unit are:

- Informal feedback on progress in labs/tutes
- Graded assignments with comments
- Solutions to tutes, labs and assignments

Extensions and penalties

Submission must be made by the due date otherwise penalties will be enforced.

You must negotiate any extensions formally with your campus unit leader via the in-semester special consideration process: <http://www.monash.edu.au/exams/special-consideration.html>

Returning assignments

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

Assignment submission

It is a University requirement

(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html>) for students to submit an assignment coversheet for each assessment item. Faculty Assignment coversheets can be found at <http://www.infotech.monash.edu.au/resources/student/forms/>. Please check with your Lecturer on the submission method for your assignment coversheet (e.g. attach a file to the online assignment submission, hand-in a hard copy, or use an online quiz). Please note that it is your responsibility to retain copies of your assessments.

Online submission

If Electronic Submission has been approved for your unit, please submit your work via the learning system for this unit, which you can access via links in the my.monash portal.

Required Resources

Please check with your lecturer before purchasing any Required Resources. Limited copies of prescribed texts are available for you to borrow in the library, and prescribed software is available in student labs.

To access weekly lecture and tutorial materials, students will need access to *Adobe Acrobat Reader*, and Microsoft Office software.

Assessment Requirements

Microsoft Project will be the project management software used, and *Microsoft Visio* will be used for preparing charts and diagrams for tutorials and assignments. Students may also use other relevant drawing or other software they have access to, e.g. *SmartDraw*.

This software is available in the University computer labs. OCL students can submit requests (via the online service desk) to get a copy of the software sent to them as outlined in the link below.

Refer to: <http://www.infotech.monash.edu.au/itsupport/msdnaa.html> for more software information.

Alternatively, software may be purchased at academic prices at good software retailers on provision of evidence of enrollment (your current student card).

Recommended Resources

A list of recommended reading material is given at the commencement of each lecture. Additional material may be found by students in the Library, and by visiting the Scopus research database.

Other Information

Policies

Monash has educational policies, procedures and guidelines, which are designed to ensure that staff and students are aware of the University's academic standards, and to provide advice on how they might uphold them. You can find Monash's Education Policies at:

www.policy.monash.edu.au/policy-bank/academic/education/index.html

Key educational policies include:

- Academic integrity;
<http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-academic-integrity-policy.h>
- Assessment in Coursework Programs;
<http://www.policy.monash.edu/policy-bank/academic/education/assessment/assessment-in-coursework-po>
- Special Consideration;
<http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.ht>
- Grading Scale;
<http://www.policy.monash.edu/policy-bank/academic/education/assessment/grading-scale-policy.html>
- Discipline: Student Policy;
<http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-discipline-policy.html>
- Academic Calendar and Semesters; <http://www.monash.edu.au/students/dates/>
- Orientation and Transition; <http://intranet.monash.edu.au/infotech/resources/students/orientation/>
- Academic and Administrative Complaints and Grievances Policy;
<http://www.policy.monash.edu/policy-bank/academic/education/management/complaints-grievance-policy.h>
- Code of Practice for Teaching and Learning;
<http://www.policy.monash.edu.au/policy-bank/academic/education/conduct/suppdocs/code-of-practice-teac>

Graduate Attributes Policy

<http://www.policy.monash.edu/policy-bank/academic/education/management/monash-graduate-attributes-policy.h>

Student services

The University provides many different kinds of support services for you. Contact your tutor if you need advice and see the range of services available at <http://www.monash.edu.au/students>. For Sunway see <http://www.monash.edu.my/Student-services>, and for South Africa see <http://www.monash.ac.za/current/>.

Monash University Library

The Monash University Library provides a range of services, resources and programs that enable you to save time and be more effective in your learning and research. Go to www.lib.monash.edu.au or the library tab in [my.monash](#) portal for more information. At Sunway, visit the Library and Learning Commons at <http://www.lib.monash.edu.my/>. At South Africa visit <http://www.lib.monash.ac.za/>.

Disability Liaison Unit

Students who have a disability or medical condition are welcome to contact the Disability Liaison Unit to discuss academic support services. Disability Liaison Officers (DLOs) visit all Victorian campuses on a regular basis.

Website: <http://www.monash.edu/equity-diversity/disability/index.html> Telephone: 03 9905 5704 to book an appointment with a DLO; or contact the Student Advisor, Student Community Services at 03 55146018 at Sunway Email: dlu@monash.edu Drop In: Equity and Diversity Centre, Level 1, Building 55, Clayton Campus, or Student Community Services Department, Level 2, Building 2, Monash University, Sunway Campus

Your feedback to Us

Monash is committed to excellence in education and regularly seeks feedback from students, employers and staff. One of the key formal ways students have to provide feedback is through the Student Evaluation of Teaching and Units (SETU) survey. The University's student evaluation policy requires that every unit is evaluated each year. Students are strongly encouraged to complete the surveys. The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

For more information on Monash's educational strategy, see:

www.monash.edu.au/about/monash-directions and on student evaluations, see:
www.policy.monash.edu/policy-bank/academic/education/quality/student-evaluation-policy.html

Previous Student Evaluations of this Unit

Ongoing changes and refinements in the lecture schedule, lecture notes, tutorial materials and assignments have been made in response to student feedback.

The first lecture of the series has been introduced to service student comments that they require more coverage of information technology terms, with common language explanations of these terms, and the functionalities they refer to. An introduction to Enterprise Resource Planning (ERP) systems is also included in Lecture 1 in response to feedback.

If you wish to view how previous students rated this unit, please go to
<https://emuapps.monash.edu.au/unitevaluations/index.jsp>