# FIT3019
# Information systems management

# Unit Guide

# Semester 2, 2014

*Last updated: 17 Jul 2014*

# Table of Contents

# FIT3019 Information systems management - Semester 2, 2014

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.

## Mode of Delivery

- Gippsland (Day)
- Gippsland (Off-campus)
- South Africa (Day)

## Workload Requirements

Minimum total expected workload equals 12 hours per week comprising:

(a.) Contact hours for on-campus students:

- Two hours of lectures
- One 2-hour tutorial

(b.) Study schedule for off-campus students:

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

(c.) Additional requirements (all students):

- A minimum of 2-3 hours of personal study per one hour of contact time in order to satisfy the reading and assignment expectations.

## Unit Relationships

### Prohibitions

GCO3816, IMS3002

### Prerequisites

FIT2005 or FIT2027

# Chief Examiner

**Dr Mahbubur Rahim**

# Campus Lecturer

## Gippsland

**Madhu Chetty**

Consultation hours: Tuesday 4:00 pm-5:00 pm

## South Africa

**Oladayo Bello**

# Tutors

## Gippsland

**Madhu Chetty**

# 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

Previous feedback indicated that students' liked the way topics are organised and presented in this unit.

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

# Academic Overview

## Learning Outcomes

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

- the relationship between IT and organisational management and current trends in IT and IT management;
- operational management requirements of a system and their inter-relationships;
- evaluating the philosophies and processes behind IT resourcing.

Developed attitudes that enable them to:

- consider ethical issues in IT and IT management.

Developed the skills to:

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

# Unit Schedule

| Week | Activities | Assessment |
|---|---|---|
| 0 | | No formal assessment or activities are undertaken in week 0 |
| 1 | Information Systems Management - Ch 1 of prescribed text | |
| 2 | Information Systems Management - Ch 2 & 3 of prescribed text | |
| 3 | Information Systems Management - Ch 4 of prescribed text | |
| 4 | Managing Essential Technologies - Ch 5 of prescribed text | |
| 5 | Managing Essential Technologies - Ch 6 & 7 of prescribed text | |
| 6 | Managing Essential Technologies - Ch 7, 8 & 11 prescribed text | Assignment 1 due 5 September 2014 midnight |
| 7 | Managing System Development - Ch 9 of prescribed text | |
| 8 | Managing System Development - Ch 10 of prescribed text | |
| 9 | Systems for Supporting Knowledge Work - Ch 12 & 13 of prescribed text | |
| 10 | Systems for Supporting Knowledge Work - Ch 13 & 14 of prescribed text | |
| 11 | Acquisition of Hardware, Software, Networks, and Services - reading materials on unit website | Assignment 2 due 17 October 2014 midnight |
| 12 | People and Technology - Ch 15 of prescribed text | |
| | 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.

# Teaching Approach

**Lecture and tutorials or problem classes**

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

# Assessment Summary

Examination (3 hours): 50%; In-semester assessment: 50%

| Assessment Task | Value | Due Date |
|---|---|---|
| Assignment 1 | 20% | 5 September 2014 midnight |
| Assignment 2 | 30% | 17 October 2014 midnight |
| Examination 1 | 50% | To be advised |

# Assessment Requirements

## Assessment Policy

Faculty Policy - Unit Assessment Hurdles
(http://intranet.monash.edu.au/infotech/resources/staff/edgov/policies/assessment-examinations/assessment-hurd

Academic Integrity - Please see resources and tutorials at
http://www.monash.edu/library/skills/resources/tutorials/academic-integrity/

## Assessment Tasks

## Participation

- **Assessment task 1**

  **Title:**
  Assignment 1
  **Description:**
  This assignment tests students' understanding of strategic adoption of IT for electronic commerce implementation in organisations and the CIO's role in those strategic changes. It consists of case-study-based questions and essays. It will mainly focus on materials covered in study guides 1 and 2.
  **Weighting:**
  20%
  **Criteria for assessment:**

  1. Correctness and understanding - there may be more than one "right" answer in many cases. We will look for answers that reflect understanding of the underlying principles and theories which are covered in this unit.
  2. Completeness - that you have answered all parts of each question.
  3. Presentation - that you have presented your answers in a suitably structured style.
  4. Use of evidence and argument - you are able to explain your position by using logical arguments drawing on the theory presented in the unit. Examples from case studies should also be used as evidence.

  A document stating how you can gauge the quality of your assessment will be released on the unit website.
  **Due date:**
  5 September 2014 midnight

- **Assessment task 2**

  **Title:**
  Assignment 2
  **Description:**
  This assignment tests students' understanding of a number IT practices in big organisations, e.g. outsourcing, system integration, management practices, human capital, etc. It consists of case-study-based questions and essays. It will mainly focus on materials covered in study guides 3 to 6.
  **Weighting:**
  30%

**Criteria for assessment:**

1. Correctness and understanding - there may be more than one "right" answer in many cases. We will look for answers that reflect understanding of the underlying principles and theories which are covered in this unit.
2. Completeness - that you have answered all parts of each question.
3. Presentation - that you have presented your answers in a suitably structured style.
4. Use of evidence and argument - you are able to explain your position by using logical arguments drawing on the theory presented in the unit.  Examples from case studies should also be used as evidence.

A document stating how you can gauge the quality of your assessment will be released on the unit website.

**Due date:**
17 October 2014 midnight

# Examinations

• **Examination 1**

**Weighting:**
50%
**Length:**
3 hours
**Type (open/closed book):**
Open book
**Electronic devices allowed in the exam:**
None

# Learning resources

Monash Library Unit Reading List (if applicable to the unit)
http://readinglists.lib.monash.edu/index.html

Faculty of Information Technology Style Guide

# Feedback to you

Examination/other end-of-semester assessment feedback may take the form of feedback classes, provision of sample answers or other group feedback after official results have been published. Please check with your lecturer on the feedback provided and take advantage of this prior to requesting individual consultations with staff. If your unit has an examination, you may request to view your examination script booklet, see
http://intranet.monash.edu.au/infotech/resources/students/procedures/request-to-view-exam-scripts.html

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

• 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/student-academic-integrity-managing-pla 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.

Study guides will be provided for students.

## Prescribed text(s)

Limited copies of prescribed texts are available for you to borrow in the library.

Barbara C. McNurlin, Ralph H. Sprague, Jr. and Tung Bui. (2009). *Information Systems Management in Practice*. (8th Edition) Pearson International Edition (ISBN: 13: 978-0-13-157951-4, ISBN: 10: 0-13-157951-7).

## Recommended text(s)

Turban, E., Dorothy, L., McLean, E., and Wetherbe, J. (2010). *Information Technology for Management: Transforming Organizations in the Digital Economy*. (7th Edition) John Wiley (ISBN: 978-0-470-40032-6).

Oz, E. (2009). *Management Information Systems*. (6th Edition) Thomson Course Technology (ISBN: 978-4239-0178-5).

# Examination material or equipment

You are permitted to bring in the following study materials for the exam:

- prescribed text
- study guides
- lecture notes

# 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:

- Student Academic Integrity Policy and Student Academic Integrity: Managing Plagiarism and Collusion Procedures ;
  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

## Faculty resources and policies

Important student resources including Faculty policies are located at
http://intranet.monash.edu.au/infotech/resources/students/

## Graduate Attributes Policy

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

## Student Charter

www.opq.monash.edu.au/ep/student-charter/monash-university-student-charter.html

## 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 Malaysia 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 Malaysia, 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 Commuity Services at 03 55146018 at Malaysia
- 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, Malaysia Campus