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FIT9006 Information technology management - Semester 1, 2014

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 (Evening)

Workload Requirements

Minimum total expected workload equals 12 hours per week comprising:

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

- 2 hours of lectures
- One 2-hour laboratory

(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 8 hours independent study per week for completing lab and project work, private study and revision.

Unit Relationships

Prohibitions

IMS9043

Chief Examiner

Dr Mahbubur Rahim

Campus Lecturer
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
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 on-going 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

<table>
<thead>
<tr>
<th>Week</th>
<th>Activities</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No formal assessment or activities are undertaken in week 0</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Fundamentals of IS/IT &amp; IT management</td>
<td>Tutorials begin in Week 1</td>
</tr>
<tr>
<td>2</td>
<td>Strategic contexts of organisations</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>IT strategy and business strategy</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>IT strategy alignment</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>IT budgeting</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>IT governance</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>IT project success and failure</td>
<td>Assignment 1 Due</td>
</tr>
<tr>
<td>8</td>
<td>Modeling business/organisational processes</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>IT outsourcing</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>IT provisioning</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Legal issues for IT professionals</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Review of key concepts of IT management, exam preparation and review</td>
<td>Sample exam review during Tutorial 12, Assignment 2 Due</td>
</tr>
<tr>
<td></td>
<td>SWOT VAC</td>
<td>No formal assessment is undertaken in SWOT VAC</td>
</tr>
<tr>
<td></td>
<td>Examination period</td>
<td>LINK to Assessment Policy:</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://policy.monash.edu.au/policy-bank/">http://policy.monash.edu.au/policy-bank/</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>academic/education/assessment/</td>
</tr>
<tr>
<td></td>
<td></td>
<td>assessment-in-coursework-policy.html</td>
</tr>
</tbody>
</table>

*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): 60%; In-semester assessment: 40%

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Value</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment 1: Business Strategy &amp; IT Budgeting at ModMeters</td>
<td>20%</td>
<td>Thursday 17 April 2014</td>
</tr>
<tr>
<td>Assignment 2: ERP Systems Failure: An Investigation</td>
<td>20%</td>
<td>Friday 30 May 2014</td>
</tr>
<tr>
<td>Examination 1</td>
<td>60%</td>
<td>To be advised</td>
</tr>
</tbody>
</table>
Assessment Requirements

Assessment Policy

Faculty Policy - Unit Assessment Hurdles

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: Business Strategy & IT Budgeting at ModMeters
  
  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:      Thursday 17 April 2014
  
• Assessment task 2
  
  Title:          Assignment 2: ERP Systems Failure: An Investigation
  
  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)
Due date: Friday 30 May 2014

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:


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:

- 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 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.

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.


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:

- 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.html
- Special Consideration; http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.html
- 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/

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.html

Student Charter


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/.
Other Information

**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/](http://www.lib.monash.edu.my/). At South Africa visit [http://www.lib.monash.ac.za/](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.

- Telephone: 03 9905 5704 to book an appointment with a DLO; or contact the Student Advisor, Student Community 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