School of Computing and Information Systems

Unit Outline

KXC202 Professional ICT Management

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Hangzhou, China

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UNIT OVERVIEW

Introduction
This unit discusses social, legal and ethical aspects of the computing industry and exposes students to existing standards of professional behaviour. It covers the principles, techniques and tools of project management and encompasses the aspects of software documentation which are essential to the effective use of the software during its lifetime. Students will develop skills appropriate to professional computing employment, particularly written, verbal and interpersonal communications skills, group work, time and meeting management, developing an appreciation that the Information, Communication and Technology (ICT) profession is largely people-centred rather than technology-centred.

Prerequisites
Any 2 level 100 units from any discipline

Unit Weight
12.5% of one academic year

Teaching Pattern
Lectures 2 hours per week
Tutorials 1 hour per week
Case study on-line discussions 1 hour per week

Unit Content

<table>
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<tr>
<th>Week</th>
<th>Lectures</th>
<th>Tutorial</th>
<th>Discussion</th>
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<td>1</td>
<td>Introduction Software Lifecycles</td>
<td>Tutorials start in week 2</td>
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<td>2</td>
<td>Requirements Management</td>
<td>case study analysis</td>
<td>On-line discussions start in week 5</td>
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<td>3</td>
<td></td>
<td>National Holidays</td>
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<tr>
<td>4</td>
<td>Written communication</td>
<td>Requirements elicitation</td>
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<tr>
<td>5</td>
<td>Teamwork</td>
<td></td>
<td></td>
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<tr>
<td>Classes conducted by UTas lecturer</td>
<td>Component</td>
<td>Teamwork</td>
<td>Written communication</td>
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<tr>
<td>6</td>
<td>Risk management</td>
<td></td>
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<tr>
<td>6</td>
<td>Scheduling &amp; tracking Testing</td>
<td></td>
<td>Teamwork</td>
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<td>7</td>
<td>Quality management</td>
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<td>8</td>
<td>Presentations</td>
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<td>Risk management</td>
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<td>Ethics</td>
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<td>10</td>
<td>Intellectual Property</td>
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<td>Ethics presentations</td>
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<td>11</td>
<td>Crime</td>
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<td>Legal issues</td>
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<td>12</td>
<td>Privacy</td>
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<td>Social issues</td>
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<td>13</td>
<td>Occupational Health &amp; Safety</td>
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<td>Revision</td>
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<tr>
<td>14</td>
<td>Examination</td>
<td></td>
<td>Review</td>
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For more information see the section titled 'Content' on the unit website.

**Learning Outcomes**

On successful completion of this unit, you will be able to:

1. demonstrate ability to communicate information and ideas effectively and fluently, in both written and oral forms using communication technologies as appropriate:
   1. communicate effectively with team members and others;
   2. analyse an interview to extract a software specification;
   3. prepare documents of a technical nature;
2. discuss some of the ethical, social and legal responsibilities of the computer professional;
3. discuss some of the processes for ensuring software quality;
4. demonstrate mastery of the analysis phase of project management;
5. demonstrate mastery of skills, both individually and in a team, appropriate to professional practice in preparation for the transition to an ICT working environment.

**Generic graduate attributes**

The university has defined a set of generic graduate attributes expected in its graduates.
http://www.utas.edu.au/policy/attributes_grads.pdf Your course is designed to enable you to develop generic skills that are valued in, and expected of, graduates. These are skills that you will need to develop over time. Hence you are encouraged to look for opportunities, as you study each unit, to reflect on and improve these skills.

- **Knowledge**
  - Apply previous software development knowledge and independently learn new skills to analyse a software system according to client requirements and deadlines;
  - Develop research skills to identify and use appropriate sources of information to analyse a development issue;
  - Demonstrate understanding of the social, legal and ethical responsibilities expected of a computing professional.
- **Communication Skills**
  - Develop the ability to extract requirements from a client, analyse and organise the information and formulate ideas and to communicate all the information and ideas effectively and fluently, in both written and oral forms using communication technologies as appropriate.
- **Problem-solving**
  - Apply problem-solving skills to develop a practical solution to a non-trivial computing analysis project;
  - Ability to interact effectively with others in order to work towards a common outcome;
  - Ability to analyse the social and ethical issues raised by the use of computers in society.
- **Global Perspective**
  - Recognise the critical importance of the field of project management in the development of software systems;
  - Demonstrate mastery of skills appropriate to professional practice in preparation for the transition to an IT working environment.

**UNIT ASSESSMENT**

**Assessment Pattern**

50% exam, 50% in-semester

**Assessment Summary**

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>On-line case study analysis and discussion</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Project plan analysis</td>
<td>15%</td>
<td>Thursday 3pm, Week 8</td>
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</table>
Assessment Items

Item 1
Title: On-line case study analysis and discussion
Type: In-Semester - individual assignment
Task Length: not applicable
Weighting: 20%
Links to Learning Outcomes: All
Due:
Description: For each of 10 weekly case studies, you have to do substantial reading, then post your ideas to an on-line group discussion forum, then later read other group members postings, and make responses to some of their posts.

Item 2
Title: Project plan analysis
Type: In-Semester - group assignment
Task Length: not applicable
Weighting: 15%
Links to Learning Outcomes: 1, 4, 5
Due: Thursday 3pm, Week 8
Description: Given a scenario for a planned system, including interview transcript and supporting documents, prepare and document a project plan for potential implementation of the system.

Item 3
Title: Ethics and Quality case study
Type: In-Semester - individual assignment
Task Length: 1500 words (indicative)
Weighting: 15%
Links to Learning Outcomes: 2, 3, 5
Due: Thursday 3pm, Week 12
Description: Given a scenario, analyse relevant issues and suggest appropriate ethical standpoints and quality practices.

Item 4
Title: Exam
Type: Formal Examination
Task Length: 2 hours
Weighting: 50%
Links to Learning Outcomes: 1, 2, 3, 4
Due: University Examination Period
Description: This will be a closed book examination

See the 'Assessment' section in unit website for more detailed information about assessment items.

How your Final Grade will be determined

Overall assessment will be based on the student’s performance throughout the semester as well as in a formal examination. In order to achieve a pass (or better) result, a student must obtain:

1. at least 45% of the total mark for in-semester assessment items
2. at least 45% of the mark for the formal examination
3. at least 50% of the overall mark

UNIT RESOURCES

Unit Web Site

This unit is Web Dependent: content & communication. This means that you will need to use the Web for this unit. The unit website contains unit information and resources.
The unit website is accessed from http://www.utas.edu.au/coursesonline/. You will need to use your University of Tasmania email pop account username and password to log on to the MyLO system. Once authenticated by the system your personalised MyLO Learning Online area will be displayed. It contains links to the websites that you have permission to access - including the website for this unit.
If you are not able to access the unit website, please contact the technical staff at ZUT.

Prescribed Text

None

Readings

There is no prescribed text for this unit, but there are a lot of reading materials. You should see the unit website.

Software

The software that you will need to access the unit website and to study this unit, including general purpose software such as word processors, is provided on the computers in the computing labs. If you intend to use software on other computers please check that the versions are compatible.
GENERAL RESOURCES

School Website
School of Computing and Information Systems - Faculty of Science, Engineering, and Technology.
http://www.cis.utas.edu.au

Faculty Website
Information and Resources for Faculty of Science, Engineering and Technology students are available on the faculty website at: http://www.utas.edu.au/scieng

University Website
Information and Resources for ‘Current Students’ are available on the university website at:
http://www.utas.edu.au/students/

School Help Desk
Contact technical staff at ZUT for information about accessing and using the Computer labs.

University Services and Support
If you are experiencing difficulties with your studies or assignments, have personal or life planning issues, disability or illness which may affect your course of study, you are advised to raise these with your lecturer in the first instance.

The University has staff available to assist you, such as the:
- Learning Development Advisor
- Student Counselor
- Careers Advisor
- Disability Officer

For more information and contact details see the Services and Support section on the University 'Current Students' web page: http://www.utas.edu.au/students/

GENERAL ASSESSMENT

Approach to Learning
The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

The University’s Code of Conduct for Teaching and Learning states:

Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.

You are expected to spend about 130 hrs studying in this unit - this includes attendance at scheduled teaching sessions. (For a 13 week semester this is, on average, 10 hr/wk.) This is the amount of study time that the ‘typical’ student will need to reach the level of competence and understanding required to fulfil the unit objectives. You are expected to:
- attend all scheduled teaching sessions, unless otherwise notified by the unit coordinator
- prepare for, and actively participate in all scheduled teaching sessions
- complete the assigned learning tasks
- review what has been learnt
- complete assessment items and submit them on time
- access and be familiar with the information and resources available on the unit website
- seek help from teaching staff if you have any questions or difficulties in studying this unit

You are encouraged to read the university’s Code of Conduct for Teaching and Learning. Part A describes the ‘Responsibility of the University to Students’ and part B describes the ‘Responsibilities of Students to the University’. http://www.utas.edu.au/policy/code_conduct.pdf

It is expected that students will familiarise themselves with access and use of the MyLO system operated by the University for the electronic delivery of course materials, and for various forms of communication.

It is expected that students will consult email sent to their University email address at least twice a week for notices relating to the administration of the unit, and for notification of the results of assignments.
It is expected that students will read the background material specified in the course curriculum, will actively attend and participate in tutorials, and be prepared to discuss relevant issues arising with tutors, lecturers and fellow students.

Student Expectations of the Unit

Students enrolled in this Unit may reasonably expect the following:

1. To be able to contact a lecturer or tutor by electronic mail, to raise issues arising in the unit, either relating to content or student performance within the unit.
2. Subject to availability, to be able to discuss such issues in person with the lecturer or tutor.
3. That assignments will be marked and the marks will normally be returned within 3 weeks of due dates.
4. That all relevant notices regarding the administration of the unit, including any necessary changes, will be communicated to all students enrolled in the unit via email.

These expectations are in addition to those specified in relevant University regulations.

Plagiarism

Unless specifically stated in the specification of the assessment item provided on the unit website, it is required that:

- work submitted by a student is the work of that student alone OR
- where the assessment item is to be completed by a group of students, the work submitted by the group of students is the work of that group of students alone.

While students are encouraged to discuss the assignments in this unit and to engage in active learning from each other, it is important that they are also aware of the University's policy on plagiarism. Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, downloading an essay wholly or in part from the internet, copying another student's work or using an author's words or ideas without citing the source.

"Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, using an author's words without putting them in quotation marks and citing the source, using an author's ideas without proper acknowledgment and citation, copying another student's work.

If you have any doubts about how to refer to the work of others in your assignments, please consult your lecturer or tutor for relevant referencing guidelines, and the academic integrity resources on the web at http://www.academicintegrity.utas.edu.au.

The intentional copying of someone else's work as one's own is a serious offence punishable by penalties that may range from a fine or deduction/cancellation of marks and, in the most serious of cases, to exclusion from a unit, a course or the University. Details of penalties that can be imposed are available in the Ordinance of Student Discipline – Part 3 Academic Misconduct, see http://www.utas.edu.au/universitycouncil/legislation/.

The University and any persons authorised by the University may submit your assessable works to a plagiarism checking service, to obtain a report on possible instances of plagiarism. Assessable works may also be included in a reference database. It is a condition of this arrangement that the original author's permission is required before a work within the database can be viewed."

It is important that you understand this statement on plagiarism. Should you require clarification please see your unit coordinator or lecturer. Useful resources on academic integrity, including what it is and how to maintain it, are also available at: http://www.academicintegrity.utas.edu.au

Referencing

The preferred text referencing systems for the School is the Harvard system (also referred to as the author-date system). In your written work you will need to support your ideas by referring to scholarly literature, works of art and/or inventions. For information on presentation of assignments, including referencing styles: http://utas.libguides.com/referencing

It is important that you understand how to correctly refer to the work of others and maintain academic integrity. Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence. The university document on plagiarism contains information about referencing the work or ideas of others (see http://www.utas.edu.au/plagiarism/)

Submissions

The details of the submission method (paper, electronic or other) for each assignment will be supplied in a separate assignment specification sheet. All in-semester assignment submissions (including electronic submissions) are to include an Assignment Cover Sheet which includes a statement confirming that the submission is your own work. If this undertaking is not signed, the assignment will not be marked. The Assignment Cover Sheet is available on the School's web site http://www.cis.utas.edu.au/cisview/resources.jsp.
Extensions


Review of Assessment and Appeals

1. It is expected that students will adhere to the following policy for review of any piece of continuous assessment.
   a. Within 5 days of the release of the assessment result, the student should request an appointment with the Lecturer. The student should be prepared to discuss specifically which section of the marking criteria they are disputing and why they consider the mark is inappropriate.
   b. Following this discussion, students may request a formal remark of the original submission (in accordance with Rule of Academic Assessment 111, clause 22.1). This remark will be undertaken, where practicable, by an alternative assessor.


Complaints Procedure

It is expected that students will adhere to the following policy for making any complaint or grievance directly related to a Unit:

   a. In the first instance, students are to approach the Lecturer or Unit Coordinator concerned and arrange a time to speak with them about their concern.
   b. If an issue remains unresolved, the student should approach the Head of School and arrange a time to speak with them about their concern.

If the School’s internal policy of complaints is unable to resolve an issue, students should consult Ordinance 8 Student Complaints for further direction, see [http://acserv.admin.utas.edu.au/complaints_info.html](http://acserv.admin.utas.edu.au/complaints_info.html)

Formal Examination

The formal examination will be held at ZUT, Hangzhou, and is conducted by the University Registrar.

Final Grade

Passing grades will be awarded based on the AVCC guidelines:

- PP at least 50% of the overall mark but less than 60%
- CR at least 60% of the overall mark but less than 70%
- DN at least 70% of the overall mark but less than 80%
- HD at least 80% of the overall mark

In order to comply with the benchmarks set by the Faculty of Science, Engineering & Technology for distribution of grades in units, both the in-semester and examination marks that students obtain may be adjusted either upwards or downwards. See [http://fcms.its.utas.edu.au/scieng/scieng/policies.asp](http://fcms.its.utas.edu.au/scieng/scieng/policies.asp) for details of the Faculty Assessment Guidelines.