 UNIT OVERVIEW

Introduction

This unit is concerned with the effective management of information systems and technology in business and government. It covers a number of important topics including information systems strategy, IT and the supply chain, IT and customer relationship management, information systems outsourcing and offshoring, and enterprise resource planning systems.

The Unit KXI775 will be delivered online. All communication and interaction including email will take place via the MyLO site. (Students should not use the Unit Coordinator’s University of Tasmania email address, but should correspond with Professor Marshall via the MyLO Mail function) Students should regularly check the Announcements, Mail and General Discussion sections of the MyLO site.

Although, as mentioned above, the Unit will be delivered online and remotely, there will be a visit by the Unit Coordinator and Lecturer, Professor Peter Marshall to Sydney South West Area Health Service in Sydney at which time a series of lectures will be delivered. On this visit, Professor Marshall will deliver lectures on the following:

Module 1: Managing Information, Knowledge and Information Systems
Module 2: Introduction to E-Business and E-Commerce
Module 3: The CEO-CIO Relationship and the IT-Business Relationship
Module 4: Strategic Information Systems Planning

On Professor Marshall’s visit there will be opportunities for students to ask general questions about the Unit as well as specific questions regarding course content.

Prerequisites

None

Unit Weight

12.5% of one academic year

Teaching Pattern

This unit consists of 8 modules. Each module focuses on an important topic concerning the planning and management of information systems and technology. Each module is delivered via one lecture. Each lecture is recorded in several parts and these are available on a CD that will be delivered to students.
For each topic there is one or more discussion questions. These questions will be posted on the MyLO site for the Unit. Students are required to participate in an online discussion of these questions. The discussions will take place on the MyLO site. Students will be assessed on the quality of their discussion postings and there is a maximum of 15% for this aspect of the course. The Unit Coordinator will respond to the discussions in each topic or Module with a summary of the points made, making a statement of the main issues involved.

The recommended textbook for the course is as follows:


This textbook gives a good coverage of Modules 2, 4, 5, 6, 7 and 8

**Unit Content**

The Unit presents effective practices and principles for planning and managing information systems and technology in contemporary organisations. This knowledge is grouped into 8 Modules. The 8 Modules are as follows:

Module 1: Managing Information, Knowledge and Information Systems
Module 2: Introduction to E-Business and E-Commerce
Module 3: The CEO-CIO Relationship and the IT-Business Relationship
Module 4: Strategic Information Systems Planning
Module 5: Strategic Sourcing of Information Systems
Module 6: Enterprise Resource Planning (ERP) Systems
Module 7: Customer Relationship Management Systems
Module 8: Information Technology and Supply Chain Management

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. Understand the major principles, issues, challenges and problems involved in managing information systems and technology in business and government.
2. Apply the principles and concepts of information systems management to organisational issues and problems.
3. Critically search, interpret and evaluate a range of written materials on information systems management including journal articles, books, web sites and so on, and understand their relevance and significance to contemporary information systems management practice.

**Generic graduate attributes**

The university has defined a set of generic graduate attributes expected in its graduates. [http://www.utas.edu.au/policy/subject.html#graduates](http://www.utas.edu.au/policy/subject.html#graduates) 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.

Successful completion of this unit will contribute to the development of the following aspects of the Generic Graduate Attributes, as identified by the University. The example in brackets will indicate where in the Unit the attribute is developed and/or assessed.

1. Graduates will have an in-depth knowledge in their chosen field of study and the ability to apply that knowledge in practice. They will be prepared for life-long learning in pursuit of personal and professional development
   - Apply appropriate technical and information skills (in case studies);
   - Use a wide range of academic skills, including analysis and synthesis (in the examination);
   - Identify, evaluate and implement personal learning strategies (individual learning in reviewing and presenting the literature);
   - Learn both independently and cooperatively (most workshop sessions);
   - Learn new skills and apply learning to new situations (case studies).

2. Graduates will be able to communicate effectively across a range of contexts
   - Demonstrate oral and written communication (through continuous assessment and in workshops);
   - Develop skills in formal report writing (assignments)
   - Present well-reasoned arguments (presentations, during group discussion during workshops and in the examination);
   - Access, organise and present information, particularly through technology-based activity (most assessment activities);
   - Listen to and evaluate the views of others (during discussion and presentations during the workshops).

3. Graduates will be effective problem-solvers, capable of applying logical, critical and creative thinking to a range
of problems. They will have developed competencies in information literacy
- Identify critical issues (most sessions; most assessment activities);
- Conceptualise problems and formulate a range of solutions (case studies and continuous assessment activities);
- Work effectively with others (workshop activities);
- Find, acquire, evaluate, manage and use relevant information in a range of media (most assessment activities, readings).

4. Graduates will act ethically, with integrity and social responsibility
- Acknowledge the social and ethical implications of their actions (in referencing in some assessment tasks);
- Appreciate the impact of social change (through considering the drivers for the introduction of IT control).

**UNIT ASSESSMENT**

**Assessment Pattern**

Internal (50%), Exam (50%)

**Assessment Summary**

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formal Examination</td>
<td>50%</td>
<td>University Examination Period</td>
</tr>
<tr>
<td>Essay</td>
<td>35%</td>
<td>3.00pm Wednesday 10th September</td>
</tr>
<tr>
<td>Contribution to Discussions</td>
<td>15%</td>
<td></td>
</tr>
</tbody>
</table>

**Assessment Items**

**Item 1**

**Title:** Formal Examination

**Type:** Formal Examination

**Task Length:** 3 hours

**Weighting:** 50%

**Links to Learning Outcomes:** 1, 2, 3

**Due:** University Examination Period

**Description:** 3 hour closed-book examination

**Item 2**

**Title:** Essay

**Type:** In-Semester - individual assignment

**Task Length:** 3000 to 4000 words

**Weighting:** 35%

**Links to Learning Outcomes:** 1, 2, 3

**Due:** 3.00pm Wednesday 10th September

**Description:** Essay on the topic of Outsourcing and Offshoring of Information Systems

**Item 3**

**Title:** Contribution to Discussions

**Type:** In-Semester - learning tasks

**Task Length:** not applicable

**Weighting:** 15%

**Links to Learning Outcomes:** 1, 2, 3

**Due:**

**Description:** Contribution to online discussions as posted on MyLO

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 Fully Online. 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 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
Prescribed Text

The recommended textbook for this course is as follows:


This textbook gives a good coverage of Modules 2, 4, 5, 6, 7 and 8.

Readings

The readings for the unit are grouped according to the Modules of the course.

Module 1: Managing Information, Knowledge and Information Systems


Module 2: Introduction to E-Business and E-Commerce


Module 3: The CEO-CIO Relationship and the IT-Business Relationship


Module 4: Strategic Information Systems Planning


* These are priority readings for this module. The other readings will form part of online discussions.

Module 5: Strategic Sourcing of Information Systems


* These are priority readings for this module. The other readings will form part of online discussions.

Module 6: Enterprise Resource Planning Systems


Module 7: Customer Relationship Management Systems


* These are priority readings for this module.

Module 8: Information Technology and Supply Chain Management


* These are priority readings for this module. The other readings will form part of online discussions.

Students are also advised to read the relevant sections of the recommended textbook, The recommended text is as follows:


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 School's 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](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/](http://www.utas.edu.au/students/)

School Help Desk
Contact Technical Staff on your university campus 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/](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](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://www.utas.edu.au/library/assist/gpoa/gpoa.html

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. The Assignment Cover Sheet is available from the School Help Desk in Launceston and Hobart, and on the School’s web site: http://www.cis.utas.edu.au/cisview/resources.jsp.

Students must take responsibility for the correct submission of their assignments. Students are expected to adhere to the following procedure for submission:

- Submitted files MUST be checked by the student to ensure that correct submission of the file has been undertaken.
- Students are expected to notify the Lecturer WITHIN TWO HOURS of submission if their files have not been submitted correctly.
- Students must take responsibility for safely backing up of their own files during the academic year to ensure that no files are permanently lost.
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 is conducted by the University Registrar. The 'Current Students' section on the university website contains information about the conduct of, and timetable for, formal examinations.

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.