

School of Information Management

## MMIM 510: INFORMATION SYSTEMS MANAGEMENT

Trimester 3, 2015

### COURSE OUTLINE

#### Names and Contact Details

Course Coordinator and Lecturer	Mary Tate	RH 504	mary.tate@vuw.ac.nz 04-463-5265
Course Lecturer	Dennis Viehland	-	dennis.viehland@vuw.ac.nz 021-414-722
MIM Programme Support	Usha Varatharaju	RH 521	usha.varatharaju@vuw.ac.nz 04-463-5309

#### Trimester Dates

From 16 November 2015 to 5 February 2016

#### Withdrawal from Course

- Your fees will be refunded if you withdraw from this course on or before 27 November 2015.
- The standard last date for withdrawal from this course is 26 January 2016.

After the last date stated in #2, students forced to withdraw by circumstances beyond their control must apply for permission on an '*Application for Associate Dean's Permission to Withdraw Late*' including supporting documentation. The application form is available from either of the Faculty's Student Customer Service Desks or [online](#).

#### Class Times and Room Numbers

Lecture period: Tuesdays, 5:40 - 8:30pm

Lecture rooms: to be advised (Wellington) and KS50/410 (Auckland).

#### Class Schedule

Week	Date	Time	Wellington*	Auckland**
1	17 November	5.40-8.30pm	Room tba	KS50/410
2	24 November	5.40-8.30pm	Room tba	KS50/410
3	1 December	5.40-8.30pm	Room tba	KS50/410
4	8 December	5.40-8.30pm	Room tba	KS50/410
Mid-trimester break – Tuesday 22 December to Monday 4 January 2016				
5	12 January	5.40-8.30pm	Room tba	KS50/410
6	19 January	5.40-8.30pm	Room tba	KS50/410
7	26 January	5.40-8.30pm	Room tba	KS50/410
8	2 February	5.40-8.30pm	Room tba	KS50/410

\* Venue will be on Kelburn Campus, room to be advised

\*\* Auckland Campus, 50 Kitchener Street, room 410

### **Teaching Format**

This course is delivered in eight blended learning lecture periods, with two groups of students meeting synchronously in Wellington and Auckland by video conferencing. The location of the lecturer, Wellington or Auckland, is indicated in the course timetable below.

There is no textbook for this course. Instead, a set of readings will be made available electronically on Blackboard. *Students are expected to have read the readings and contributed to an online discussion forum about the readings (see below) before the weekly lecture.*

Blackboard will be used to communicate course information and materials, including course announcements. Students are expected to check Blackboard on a regular basis.

### **Expected Workload**

A total of 150 hours of work is expected from students in this course. This consists of 24 hours of class time and at least 16 hours per week during the 8-week trimester reading, studying, providing on-line discussion commentary and writing assignments.

### **Prescription**

The principles and practices of managing the information systems function within an organisation. Topics will be selected from: information systems planning, managing end-user computing, defining corporate information policy, information security and integrity, cloud computing, managing IT professionals and the IT department as a cost or profit centre.

### **Course Learning Objectives**

The course objectives are expressed in the table below. Note that they are also linked to graduate attributes (those attributes that a graduate with a MIM should possess) and to assessments used in this course (see below).

#### **On completion of this course, students will be able to:**

1. Discuss the nature of information systems as an important component of competitive advantage.
2. Critically evaluate alternative management options for the development of information systems policy.
3. Explain how information systems are being used in innovative ways in the contemporary organisation.
4. Describe how public and private organisations can build, acquire, manage and safeguard their information systems.

## Course Content

A record of weekly lecture topics and assessment due dates is as follows, which is subject to change. The lecturer for the week is indicated as either Mary Tate (MT) in Wellington or Dennis Viehland (DV) in Auckland.

Week	Date	Topics (and Lecturer)	Assessment
1	17 November (Wellington)	(a) Value of IS and the IS function (b) The Digital Ecosystem(?) (MT)	
2	24 November (Auckland)	(a) The role of the CIO (b) The Internet of Things (DV)	Online discussion forum
3	1 December (Auckland)	(a) Managing the IS/user relationship (b) Big Data (DV)	Online discussion forum
4	8 December (Wellington)	(a) IT services management (b) Emerging Issue TBD (MT)	Online discussion forum
Mid-Trimester Break: 22 December 2015 - 4 January 2016			
5	12 January (Wellington)	Managing systems development (MT)	Analysis of IS management
6	19 January (Wellington)	Managing consumerisation and BYOD (MT)	Online discussion forum
7	26 January (Auckland)	Managing security and privacy (DV)	Online discussion forum
8	2 February (Auckland)	Current issues facing IS managers (DV)	Evaluation of impact of new technologies

## Readings

There is no textbook for this course. Instead, a set of readings will be made available electronically on Blackboard. A provision list of readings is as follows:

<p><b>Week 1: Value of IS and the IS function</b>            McKeen, J. D., &amp; Smith, H. A. (2012). Developing and delivering on the IT value proposition (Chapter 1) in <i>IT Strategy in Practice</i> (2<sup>nd</sup> edition), Pearson Education, 1-12.            Carr, N. G. (2003). IT doesn't matter. <i>Harvard Business Review</i>, 81(5), 41-49.            Davenport, T., Eccles, R., &amp; Prusak, L. (1992). Information politics. <i>Sloan Management Review</i>, 34(1), 53-65.</p>
<p><b>Week 2. The role of the CIO</b>            Peppard, J., Edwards, C., &amp; Lambert, R. (2011). Clarifying the ambiguous role of the CIO. <i>MIS Quarterly Executive</i>, 10(1), 31-44.            Kettinger, W. J., Zhang, C., &amp; Marchland, D. A. (2011). CIO and business executive leadership approaches to establishing company-wide information orientation. <i>MIS Quarterly Executive</i>, 10(4), 157-174.</p>
<p><b>Week 3: Managing the IS/user relationship</b>            Markus, M. L. (1983). Power, politics and MIS implementation. <i>Communications of the ACM</i>, 26(6), 430-444.            Di Gangi, P. M., Wasko, M., &amp; Hooker, R. (2010). Getting customers' ideas to work for you: Learning from Dell how to succeed with online user innovation communities. <i>MIS Quarterly Executive</i>, 9(4), 213-228.</p>

<p><b>Week 4: IT services management</b></p> <p>Winniford, M., Conger, S., &amp; Erickson-Harris, L. (2009). Confusion in the ranks: IT service management practice and terminology. <i>Information Systems Management</i>, 26(2), 153-163.</p> <p>Pollard, C., &amp; Cater-Steel, A. (2009). Justifications, strategies and critical success factors in successful ITIL implementations in US and Australian companies: An exploratory study. <i>Information Systems Management</i>, 26(2), 164-175.</p>
<p><b>Week 5: Managing systems development</b></p> <p>Clear, T., Raza, B. &amp; MacDonell, S.G., (2013). A critical evaluation of failure in a nearshore outsourcing project: What dilemma analysis can tell us. <i>Global Software Engineering (ICGSE) IEEE 8th International Conference</i>.</p> <p>McLeod, L., Doolin, B., &amp; MacDonell, S. G. (2012). A perspective-based understanding of project success. <i>Project Management Journal</i>, 43(5), 68-86.</p> <p>Ryan Nelson, R. (2007). IT project management: Infamous failures, classic mistakes, and best practices. <i>MIS Quarterly Executive</i>, 6(2), 67-78.</p> <p>Glass, R. L. (2013). The Queensland health payroll debacle. <i>Information Systems Management</i>, 30(1), 89-90.</p> <p>Gauld, R. (2007). Public sector information system project failures: Lessons from a New Zealand hospital organization. <i>Government Information Quarterly</i>, 24, 102-114.</p> <p>Thite, M. &amp; Sandhu, K. (2014). Where is my pay? Critical success factors of a payroll system – A system life cycle approach. <i>Australasian Journal of Information Systems</i>, 18(2), 149-164.</p>
<p><b>Week 6: Managing consumerisation and BYOD</b></p> <p>Thomson, G. (2012). BYOD: Enabling the chaos, <i>Network Security</i>, 2, 5-8.</p> <p>Harris, J., Ives, B., &amp; Junglas, I. (2012). IT consumerization: When gadgets turn into enterprise IT tools. <i>MIS Quarterly Executive</i>, 11(3), 99-112.</p> <p>Harris, J. G., Ives, B., &amp; Junglas, I. (2011). The genie is out of the bottle: Managing the infiltration of consumer IT into the workforce. <i>Accenture Institute for High Performance</i>.</p> <p>Hopkins, N., Sylvester, A., &amp; Tate, M. (2013). Motivations for BYOD: An investigation of the contents of a 21st century school bag. ECIS 2013 Conference paper.</p>
<p><b>Week 7: Managing security and privacy</b></p> <p>Crossler, R. E., Johnston, A. C., Lowry, P. B., Hu, Q., Warkentin, M., &amp; Baskerville, R. (2013). Future directions for behavioral information security research. <i>Computers &amp; security</i>, 32, 90-101.</p> <p>Raspotnig, C., &amp; Opdahl, A. (2013). Comparing risk identification techniques for safety and security requirements. <i>Journal of Systems and Software</i>, 86(4), 1124-1151.</p> <p>Garfinkel, S. L. (2012). Inside risks: The cybersecurity risk. <i>Communications of the ACM</i>, 55(6), 29-32.</p> <p>Desai, D. (2013). Beyond location: Data security in the 21<sup>st</sup> century. <i>Communications of the ACM</i>, 56(1), 34-36.</p>
<p><b>Week 8: Current issues facing IS managers</b></p> <p>E-Guide – Top 3 trends that could influence CIOs, Tech Target. Sponsored by Dell.</p>

### Assessment

This course is entirely internally assessed – there is no formal examination at the end of the course. All assessments will be submitted electronically through Blackboard.

Assessment	Value	Due date	Learning objectives
Analysis of IS management	40%	4.30pm, 7 January 2016	1, 2, 4
Evaluation of impact of new technologies on IS management	40%	4.30pm, 8 February 2016	2, 3, 4
Online discussions	20%	10pm, Monday in weeks 2, 3, 4, 6, 7	1, 2, 3, 4

### Analysis of information systems management (2000 words) (40%)

The principal objective of this assignment is to discuss how information systems is managed in your own organisation or an organisation you know well. You should use the theories and frameworks presented in this course to analyse information systems management in the specific context of your organisation. Select two of the following topics for discussion:

- IS organisational structure
- The role of the CIO
- The IS/user relationship
- IT services management
- Systems development management

### Evaluation of impact of new technologies (2000 words) (40%)

Discuss the introduction of a new/emerging technology in your own organisation or an organisation you know well. This assignment requires you to conduct external research in the literature as well as internal personal research with colleagues in the organisation and/or local experts. The primary purpose of the report is to identify potential applications, opportunities, benefits and risks from deploying the technology in the specific organisational context. A range of topics (TBA) will be provided for discussion

### Online discussion (20%)

The purpose of this assignment is to encourage some discussion of the lecture topics in the week preceding the lecture. This enables the lecturer and the student participants to come together on a Tuesday evening with some common understanding of the assigned readings for further in-class discussion. Specifically, in weeks 2, 3, 4, 6 and 7 students are expected to participate in a discussion of those readings using an on-line discussion board. Each student will be graded up to 4 marks according to the quality of their contributions in the online forum.

Additional information about each assessment will be provided on Blackboard and in lecture.

### **Penalties**

In fairness to other students who submit on time, written assignments submitted after the deadline will incur a 10% penalty (of the marks achieved for the assessment) for each 24-hour period of lateness. Online discussion contributions must be made by the deadline or no marks will be awarded.

In the event of bereavement or prolonged illness affecting your ability to meet the deadline, discuss your situation with the Course Coordinator – preferably sooner than later. You will need to verify your claim (e.g., produce a medical certificate). Deadline extensions can be negotiated in these cases.

### **Use of Turnitin**

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <http://www.turnitin.com>. Turnitin is an online plagiarism prevention tool which compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and submitted to Turnitin. A copy of submitted materials will be retained on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

### **Communication of Additional Information**

Additional information or information on changes will be conveyed via Blackboard announcements and/or email messages sent to all class members. Please check Blackboard regularly.

### **Student feedback**

Students in 2014 agreed that the amount of work required in this course was "about right" and rated the course highly on helping students to learn and course information being communicated clearly. Students "agreed" that they highly valued what they learned in the course and overall rated the course as "very good". Some adjustments in the course have been made due to it being taught in blended learning mode, in T3 and by a new team, but most of the course content and assessments are offered in a similar way for 2015.

Student feedback on University courses may be found at

[www.cad.vuw.ac.nz/feedback/feedback\\_display.php](http://www.cad.vuw.ac.nz/feedback/feedback_display.php)

### **Link to general information**

For general information about course-related matters, go to

<http://www.victoria.ac.nz/vbs/studenthelp/general-course-information>

### **Note to Students**

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

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