CKIT 555 - Managing Technology Enterprise

Syllabus

Module Description

This is the “on-boarding” module for the MSc Information Systems Management programme (and related programmes). It is designed to firstly introduce students to the online learning environment. Secondly it is designed to allow students to gain a wide-ranging knowledge of the strategic considerations associated with software acquisition and deployment products and service and the management of information systems projects. The module also considers the role of software within organisations from the human, social, knowledge and business perspectives. In the context of software acquisition the module examines a range processes from off-the-shelf acquisition to bespoke software development including various software lifecycles. Once acquired software needs to be maintained and evolved, and thus the module also examines theories and methods for achieving this.

Module Aims

- To provide students the ability to navigate the Modules, contributing to discussions, and submitting deliverables.
- To provide students with the skills to lead IT more effectively within the context of a larger organisation.
- To provide students with a strategic understanding of the role of IT within the organisation.
- To provide students with the ability to explore and debate critical issues related to managing and administering the IT within the organisational context.
- To provide students with the ability to investigate the various functions that an IT organisation must perform, and the best ways to make decisions about how to perform these functions, particularly within the context of the organisational need.

Module Learning Outcomes

At the end of the module, you will be able to:

- Participate in, and contribute to, an academic community through online discussion, whilst applying writing style conventions and academic integrity to academic writing.
- Analyse and evaluate scholarly resources and writing.
- Critically assess the value of IT and computer based system to an organisation.
- Discuss the strategic value of a technology roadmap in the global commercial and economic context.
- Make decisions about the appropriate means and processes for acquiring and sustaining software for an organisation.
- Demonstrate knowledge of the process of effective change management.
• Identify the key operational issues and core capabilities required to deliver IT services, including issues relating to software engineering, information modelling and cyber security, as well as the role of standards to assess the delivering and measuring of the quality of IT products and services.

• Analyse the impact of government regulation on IT, as well as knowledge of global regulations and their significance, and knowledge of effective policy and regulatory compliance.

• Analyse key issues in IT budgeting and IT portfolio management.

Learning Resources

Module Text


ISBN 978-1-292-08026-0

Note: You may alternatively use the US version of this book (ISBN 978-0-13-354424-4). The Chapter readings are the same.

The latest information on the book title, edition and availability is found at: http://www.uol.ohecampus.com/booklist

Other Readings

Lists of additional books, articles and website links will be provided during the module.

Syllabus by Week

To view the Module Calendar:

Module Calendar

Week 1: Participating in the global classroom / Part 1 of the history of computing

Learning Objectives

• Post to an online discussion board
• Respond to colleagues’ posts in a respectful, productive manner
• Identify technical and cultural differences between themselves and their colleagues regarding computing
• Analyse potential impacts of technical and cultural issues in implementing technology in a workplace

Discussion: Your history of computing

• Initial post due Day 4 (Sunday)
• This is a formative discussion which does not count towards your final module grade. Your instructor will give feedback to help you improve in subsequent weeks.

Task: Registering for your University of Liverpool online library account
• Due Day 7 (Wednesday)

Week 2: Principles of academic integrity / Part 2 of the history of computing

Learning Objectives
• Recognise your cultural attitudes about intellectual property and academic integrity
• Analyse the ways in which your attitudes are or are not consistent with the University of Liverpool Academic Integrity Policy and other relevant policies and guidelines
• Devise a strategy for ensuring personal academic integrity through the use of citation and reference, Turnitin and other tools

Discussion: Academic integrity in a cultural context
• Initial post due Day 4 (Sunday)

Assignment: Outline of a logical argument
• Due Day 7 (Wednesday)

Week 3: The value of IT

Learning Objectives
• Analyse the value of IT to the business
• Analyse trends in IT failures

Discussion: Posted by instructor
• Initial post due Day 4 (Sunday)

Assignment: IT failure
• Due Day 7 (Wednesday)

Week 4: IT strategy implementation

Learning Objectives
• Analyse the decision making processes
• Analyse the steps required for an organisation to achieve its goals via creation of a roadmap

Discussion: Posted by instructor
• Initial post due Day 4 (Sunday)

Assignment: Module Project Part 1
• Due Day 7 (Wednesday)

Week 5: IT governance, budgeting and portfolio management
Learning Objectives
- Evaluate the IT governance in a case study of a major airline
- Evaluate IT portfolio management or IT governance

Discussion: Posted by instructor
- Initial post due Day 4 (Sunday)

Assignment: IT governance and portfolio management
- Due Day 7 (Wednesday)

Week 6: Acquiring software
Learning Objectives
- Analyse best practices for successful adoption of a new technology
- Recommend a strategy for introduction of a new technology

Discussion: Posted by instructor
- Initial post due Day 4 (Sunday)

Assignment: Acquiring software
- Due Day 7 (Wednesday)

Week 7: Operations and IT capabilities
Learning Objectives
- Recommend a strategy to manage technology to effectively support the needs of an organisation
- Analyse the steps required for an organisation to achieve its goals via creation of a roadmap

Discussion: Posted by instructor
- Initial post due Day 4 (Sunday)

Assignment: Module Project Part 2
- Due Day 7 (Wednesday)

Week 8: IT’s role in compliance, privacy and legal considerations
Learning Objectives
- Analyse risks in introducing new technology
- Analyse the laws and implications of personal data usage
- Evaluate the trade-off between network security, standards and functionality

Discussion: Posted by instructor
- Initial post due Day 4 (Sunday)

Assignment: Managing change
Week 9: Managing IT capabilities, risk and change

Learning Objectives
- Evaluate IT risks for an organisation
- Recommend methods to reduce an organisation's IT risk profile

Discussion: Two discussions posted by instructor
- Initial posts due Day 4 (Sunday)

Week 10: IT innovation and emerging technologies

Learning Objectives
- Analyse strategies to successfully adopt new technologies
- Analyse the steps required for an organisation to achieve its goals via creation of a roadmap

Discussion: Posted by instructor
- Initial post due Day 4 (Sunday)

Assignment: Module Project Part 3
- Due Day 7 (Wednesday)

Overview of module work

Discussions

For all Discussions (unless stated otherwise):
- Your initial post should be 350–500 words long (not including the list of works cited). Cite and reference all sources using the Harvard Liverpool Referencing System.
- **For one–Week Discussions:**
  - By Sunday (Day 4), post the text of your document to the Discussion Board for this Week, and upload the document using the Turnitin submission link for this Discussion.
  - By Wednesday (Day 7), make 3–5 substantial follow–on responses to your colleagues for each Discussion Question. Your total Discussion Board participation (follow-on responses) must occur on at least 3 individual days during each Week. Follow-on responses should be significant contributions to the Discussion. Do not submit your follow–on responses to Turnitin.
- **For two–Week Discussions:**
  - By Wednesday (Day 7 of the two–week period), post the text of your document to the Extended Discussion Board for this two–Week period and upload the document using the Turnitin submission link for this Discussion.
  - By the following Wednesday (Day 14 of the two–week period), make 3–5 substantial follow-on responses for each discussion question to your colleagues. These can include responses to your colleagues’ initial posts, as well as responses to colleagues who responded to your own
initial post. Your total Discussion Board participation must occur on at least 5 individual days, including your initial post. Follow-on responses should be significant contributions to the Discussion. Do not submit your follow-on responses to Turnitin.

- In general, online discussion is best when you:
  - Ask insightful questions
  - Extend the discussion into new but relevant areas
  - Model or promote critical reflection
- Support your arguments with citations and references from the assigned Learning Resources and other literature, using Harvard Liverpool Referencing Style.
- Ensure that you spread your discussion posts across at least 3 separate days of each week. This will help maximise the value of your discussion with colleagues and serve to meet the learning objectives for each activity.

Assignments

You must submit your answer to the Assignment by the end of Day 7 (Wednesday). A typical answer will have between 750 and 1,000 words (not including the list of works cited) unless otherwise stated in the assignment information. Cite and reference all sources using the Harvard Liverpool Referencing System Assignment. Answers are submitted to the specified Turnitin or Assignments link provided and are not to be posted in the Module Discussion Board.

For both Discussions and Assignments, satisfactory answers will demonstrate clear understanding of the topics and issues related to the initial Discussion Question or Assignment. Excellent answers will raise appropriate critical questions, in addition to providing in depth explanations of the topic. Good answers will explain the reasons with some level of depth. Answers that demonstrate only a partial grasp of what is important within the context of the topic will be considered less satisfactory, possibly resulting in a lower grade.

Assessment

The table below outlines the mandatory contribution in each category and the weight that applies to each component.

<table>
<thead>
<tr>
<th>Component</th>
<th>Weeks</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussions: Initial Post and Responses</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td>%</td>
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<tr>
<td>(X)</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>Individual Assignments</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>Module Project</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
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<tr>
<td>-</td>
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<td>20</td>
</tr>
</tbody>
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Key:
X = submission required, graded
(X) = submission required, not graded (feedback provided)

For general information on assessment and grading, please consult the Student Handbook section pertaining to grading at http://success.liverpool-online.com/studenthandbook/submissionassessment/index

Note that some activities and assignments are graded, while others are submitted for feedback only. This is intended to give you the opportunity to learn from feedback and improve your work, further developing your knowledge and skills and helping you get the most from the module. Please take advantage of this opportunity to learn from your Instructor’s feedback—give the assignment your full effort and ask for clarification on any feedback you do not understand.

Rubrics
At any time, you can check your grades by clicking the My Grades icon within the Tools area. Grades are based on specific criteria. Open the link below to read the criteria for the assessments.

![Document](Criteria for Assessment Rubrics (PDF document))

General Information

Learning in the University of Liverpool online programmes

The University of Liverpool online programmes employ a unique learning model that is designed to provide a flexible, collaborative and meaningful learning experience. Your learning in this module is through self-study using the resources provided, library research and online interactions with other students and your Instructor. The wide variety of learning activities and assignments help you develop your understanding of theoretical concepts and practice skills required for success in your field.

Each week consists of Learning Objectives, Learning Resources and learning activities, including collaboration activities and various types of assignments. The learning activities are designed to enable you to synthesise, evaluate and apply the principles covered in this module to your own field of interest.

Discussions
Discussions are collaborative activities that contain both individual writing and group discussion in the discussion forum.

One of the strengths of an online learning programme such as this is the high level of student interaction, whereby students are encouraged to share their perspectives on module concepts, critical assessment of readings and resources, and their own experiences for the benefit of the
Discussions allow you to learn from and with your peers and your Instructor. Your contribution to the online learning community, primarily through Discussions, represents a significant portion of your final module grade.

Discussion Cycle
Given the asynchronous nature of this course, we use a common structure to effectively collaborate. However, be aware that the paramount goal is to have an organic content-driven discussion with your peers. As far as engaging your peers go, in general, more is better! You should use the forum in any way that enhances your learning: share analyses, external resources, personal experiences, notes on the module content, etc.

Your instructor will provide you with feedback on the way you have interacted with your peers.

Participating in Discussions
Learning in a collaborative environment is most effective when all participants provide creative, good-quality, well-thought-out and well-researched contributions rather than brief, superficial responses or those simply saying, ‘I agree’. You should therefore focus on offering new ideas in response to other students’ comments, extending the discussion into new areas and providing constructive feedback to colleagues.

Some ground rules apply for participating in Discussions include the following:

- Please only participate in the Discussion area during the time period in which it appears. Please do not return to Discussion area in a later week unless you are instructed to do so.
- Review the applicable rubrics for information on how your contributions to the Discussion areas will be graded in this module.

Communicating with your Instructor
It is your responsibility to visit the classroom regularly to read messages, announcements and postings made by your Instructor and peers. You can communicate directly with your Instructor through the internal messaging system in the classroom. You should contact your Instructor immediately any time you are not sure of module requirements or expectations or any time you have questions about resources, activities and assignments.