# 

**Business And Information Technology**

**Manukau Campus**

**Te Wāhanga Whakaako Kaipakihi me te Hangarau Mōhiohio**

**561.785 & 563.783**

**Management of ICT**

**Quarter 1 2018 - Course Outline**

**Academic Staff and Class Details**

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Every effort is made to ensure that the outline is correct at the time of publishing, however MIT reserves the right to make changes that may be necessary.

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## COURSE PURPOSE

The purpose of this course is to provide an overview of management strategies, action plan, policies, and skills appropriate for the ICT industry, and to prepare an ICT risks management plan.

## LEARNING OUTCOMES (LOs)

1. Use appropriate frameworks for analysing ICT infrastructure, and prepare ICT strategies and action plans;
2. Apply an enterprise framework/architecture for aligning business processes with information systems processes;
3. Develop ICT policies and protocols for a medium to large organisation;
4. Prepare a risk management plan for the ICT infrastructure using an appropriate risk management framework;
5. Analyse the usage and impact of current and future ICT innovations in the context of an organisation.

## LEARNING TIME

The total learning hours for this course are 150 hours (10 hours per credit).

For this course, it is expected that your learning time will be apportioned as follows:

In-class hours (including lectures, tutorials, seminars and workshops) = 48 hours

Online Canvas or other LMS activities = 8 hours

Independent reading and research = 20 hours

Collaborative / Group activities and discussion outside of class times = 54 hours

Graded Assessment activities (e.g., researching, analysis & writing) = 20 hours

## 

## CANVAS LEARNING MANAGEMENT SYSTEM

Canvas is MIT’s online teaching and learning tool. It is available to you 24/7 and you will need to check it regularly for updates on your course information, assessments, course content, and to receive messages. Any mandatory activities on Canvas will be explained to you by your lecturer. You can access Canvas from your own device and any computer on campus for which you have a valid log-on by logging in at <https://canvas.manukau.ac.nz>

## COURSE MARKS

All course marks are available online via the Learner Portal [https://ebs4Portal-live.manukau.ac.nz](https://ebs4portal-live.manukau.ac.nz/) . If you have any queries about course work marks you should discuss these with your lecturer. All final grades will be published via the Learner Portal online only within 10 working days from the course end date.

In many courses, marks for individual assessments are also made available via Canvas once marked. Please note that these marks are provisional only and as such are only intended to give you guidance on your progress. The Learner Portal is the only official source for the final marks and grades you are awarded for a course.

## ASSESSMENT STRUCTURE

|  |  |  |  |
| --- | --- | --- | --- |
| Assessment Type | Learning Outcome Assessed | Due date & submission method | Weighting |
| Portfolio Part A: Prepare an ICT strategic plan and action plan for an organisation (Team work). | LOs 1-2 | *23 March 2018, at 5.00 pm*  *via Canvas* | 30% |
| Portfolio Part B: Prepare an ICT organisational structure, ICT Policies and a risk management plan for the organisation (Team work). | LOs 3-4 | *13 April 2018 at 5.00pm.*  *via Canvas* | 40% |
| Research Essay – Review of latest technological innovation in the context of a given business case (individual work). | LO 5 | *9 April 2018 at 9.00am*  *via Canvas (Turnitin)* | 30% |

*To pass this course you must achieve a total combined mark of (50%)*

*All assessments must be attempted*

Further details concerning the above assessments will be provided via Canvas at an appropriate time. It is your responsibility as a student to monitor Canvas for assessment related announcements and documents.

It is strongly recommended that you keep a copy of all assessments that you submit, together with evidence of when it was submitted and how.

**International Students**

International students studying or intending to study at MIT have dedicated support staff to assist with the applications’ process, student visas/permits issuing and renewal, medical and travel insurance claims, accommodation, pastoral care, and day to day study issues. For more information go to: <https://www.manukau.ac.nz/international-students>

## ACADEMIC REGULATIONS AND POLICIES

Students are strongly advised to read the [www.manukau.ac.nz/FBIT-Handbook](http://www.manukau.ac.nz/FBIT-Handbook) and the [MIT Student](file:///C:\Users\mbrik\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\G02CNU4L\MIT%20Student) [Regulations](http://www.manukau.ac.nz/students/student-statutes-and-policies) for details concerning:

* Your rights and responsibilities (Student handbook)
* Attendance (Student regulation 9 [MIT Student](https://www.manukau.ac.nz/__data/assets/pdf_file/0003/312159/Student-Regulations_V6.0_20170525.pdf) [Regulations](http://www.manukau.ac.nz/students/student-statutes-and-policies) )
* Aegrotats (Student regulation 12.12 [MIT Student](https://www.manukau.ac.nz/__data/assets/pdf_file/0003/312159/Student-Regulations_V6.0_20170525.pdf) [Regulations](http://www.manukau.ac.nz/students/student-statutes-and-policies))
* Anti-harassment policy (Student regulation 18 [MIT Student](https://www.manukau.ac.nz/__data/assets/pdf_file/0003/312159/Student-Regulations_V6.0_20170525.pdf) [Regulations](http://www.manukau.ac.nz/students/student-statutes-and-policies))
* Complaints (Student regulation 19 [MIT Student](https://www.manukau.ac.nz/__data/assets/pdf_file/0003/312159/Student-Regulations_V6.0_20170525.pdf) [Regulations](http://www.manukau.ac.nz/students/student-statutes-and-policies))
* Misconduct, cheating and disciplinary proceedings (Student regulation 13 [MIT Student](file:///C:\Users\mbrik\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\G02CNU4L\MIT%20Student) [Regulations](http://www.manukau.ac.nz/students/student-statutes-and-policies))
* Assessment Extensions (Student handbook)
* APA referencing [www.library.manukau.ac.nz](http://www.library.manukau.ac.nz)

## COURSE SCHEDULE: QUARTER 1

| Session | Date | Topics | Activities | Resources | Assessment tasks |
| --- | --- | --- | --- | --- | --- |
| 1 | 19-Feb | * Introduction of ICT Management course * ICT infrastructure * Assessment: * Portfolio assignment * Research essay | Lecturer presentation  Team discussion and presentation of a household ICT Infrastructure- past, present and future  Out of class study – ICT definitions | * Course outline * Portfolio assignment * PowerPoints * Video on future ICT | * Portfolio assignment handout * Assignment Team setup * Research Essay |
| 2 | 22-Feb | Organisations and ICT Infrastructure | Lecturer presentation  Class discussion   * Organisational management systems * Transaction and decision support systems * Business intelligence   Team discussion and presentation   * ICT Infrastructure of a Small to Medium Size organisation * Investigate the difference between 1) SME vs. Large, 2) Physical vs. e-business, 3) Global vs. Local businesses | * PowerPoints * Reading materials   Selected videos on:   * Information Systems (IS) * Management of IS and ICT | Portfolio: selection and investigation of organisation |
| 3 | 26-Feb | * ICT governance and strategy * A custom built Framework for ICT portfolio and preparation process * Organisation study: Secondary data collection, analysis, investigation and assumptions | * Lecture, Presentation * Team Work * Investigate an organisation * Present the business * Present its ICT infrastructure * present its business strategies and ICT strategies | * PowerPoints on ICT strategies and development framework * Reading materials and Videos * ICT strategies of local and overseas organisations including MIT * ICT Strategy Video * ICT Strategy Dev. Template | Portfolio:   * Identify organisation strategies (Section1) * Draft ICT Infrastructure (Section 2) |
| 4 | 01-Mar | * An alignment process of business and ICT strategies * Other ICT governance frameworks: COBIT, ISO, and ITIL * ICT portfolio preparation framework: ICT SWOT Analysis, ICT PEST Analysis | * Lecturer presentation * Team discussion and presentation of a given business case * ICT SWOT Analysis * ICT PEST Analysis | * PowerPoints - ICT governance frameworks and analysis tools * Reading materials - ICT Governance Frameworks * Videos * A business case * An ICT SWOT analysis template * An ICT PEST analysis template | Portfolio: Draft ICT SWOT analysis and ICT PEST Analysis |
| 5 | 05-Mar | ICT portfolio preparation framework: ICT Balanced Scorecard Analysis, ICT Gartner Quadrant Analysis | * Lecturer presentation * Team discussion and presentation of a given business case * ICT Balanced Scorecard * Gartner Quadrant * Assignment support | * PowerPoints * Reading materials on BSC and Gartner Quadrant * Videos * A business case * An ICT BSC analysis template * An ICT Quadrant analysis template | Portfolio: Draft ICT Balanced Scorecard and Gartner Quadrant Analysis |
| 6 | 08-Mar | * Alignment of business processes and ICT processes * ICT portfolio preparation framework: Enterprise Architecture | * Lecturer presentation * Team discussion and presentation of a given business case for developing a high-level enterprise architecture (EA) * Assignment support | * PowerPoints * Reading materials on business blueprint and enterprise architecture, Zachman and TOGAF frameworks * Videos on Enterprise Architecture * A template for EA development * A business case for EA development | Portfolio:   * Draft Enterprise Architecture * Finalise ICT analyses * Draft ICT strategies |
| 7 | 12-Mar | Emerging technologies   * Big data and data analytics * Internet of Things (IoT) * 3D Printing * E-Business * Knowledge Management * Cloud Architecture | * Lecturer presentation * Students’ Team discussion and presentation on ICT organisational structure * Students discuss in groups on a selected emerging technology and present on digital disruption | * PowerPoints * Reading materials * Videos * A business case for developing an ICT organisation structure | Portfolio:   * Finalise ICT strategies * Draft – ICT Action plan * Draft – future ICT organisation structure |
| 8 | 15-Mar | * Information System Research (ISR) Process * Draft finalisation of portfolio A | * Lecture * Lecturer presentation on ISR * Team discussion * Support to portfolio development | * Reading materials- IS research | Portfolio:   * Finalise ICT action plan * Finalise ICT structure * Draft Executive Summary |
| 9 | 19-Mar | Team Presentation: Portfolio Part A   * Portfolio Part B development process | * Students’ Portfolio Part A presentation * Feedback- Portfolio Part A * Lecturer-discussion on Portfolio Part B | * Students’ portfolios part A * Feedback on portfolio part A * Portfolio Part B development template * ICT policy development template | Portfolio:   * Customise ICT policy template * Draft 3 ICT policies * Team presentation: Part A * Part A final * Submission of Part A:  23 March 2018, 5.00 pm |
| 10 | 22-Mar | ICT Policy Development   * User Management Policy * Communication Policy * Social Media Policy * Data Management Policy * Other ICT policies | * Lecturer presentation * Students’ prepare one or more policies for the given business case and present in the class | * Reading materials on ICT policies * A business case for development of ICT policies | Portfolio:   * Continue to develop other ICT policies |
| 11 | 26-Mar | Understanding Research essay   * Structure, literature review and referencing * P-I-R research methodology * Qualitative and quantitative research * Design Science Research * Problem, formulation, Identification of research Issues, requirement identification | * Lecturer-discussion and PowerPoints * Students investigate and select a topic for research essay on a contemporary ICT issue | * Reading materials on research essay * Videos on literature review   A generic template for the research essay | Portfolio:   * Continue to develop ICT Policies |
| 12 | 29-Mar | Research essay   * Formulation of research questions * Writing research essay | * Contemporary ICT management Research questions and hypothesis development * Analysis, discussion, findings, conclusion, research limitations, future research direction | * APA6 referencing documents | * Continue to * Investigate and draft research essay * Portfolio Part B |
| 13 | 05-Apr | * ICT Risk Management * Risk types: Business risks, infrastructure risks, strategic risks, technological risks * ICT Risk management models and Frameworks * Selection of framework * Risk management planning | * Lecturer presentation * Students’ prepare and present an ICT risk analysis document and a risk management plan for a given business scenario * Lecture and discussion on risk management frameworks * Prepare a risk management plan for a given business case * Portfolio assignment support | * Reading materials on IT risk management * A business case * Handouts * Students’ investigative outcomes * PowerPoints * An ICT risk analysis template * An ICT risk management framework * A business case | * Continue to * Investigate and draft research essay * Draft ICT risk management plan * Portfolio Part B |
| 14 | 09-Apr | * Portfolio finalisation | * Lecturer support * Students work in groups to finalise the portfolio | * Student’s draft portfolios | * Finalise and submit research essay 9 April 2018 at 9.00am. * Improve ICT risk management plan, ICT policies and executive summary |
| 15 | 12-Apr | * Course review * Team Presentation: Portfolio Part A and B | * Learning summarisation * Students’ presentation * Feedback on presentation and portfolio | * Students’ presentation PowerPoints | Portfolio Team presentation: 11 Sep   * Submission complete portfolio (Part A + B) on 13 April 2018 at 5.00pm. |

The order of topics may change. Notice of changes will be given in class and on Canvas.