

Module code: MOD005435	Version: 1 Date Amended: 04/May/2016
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1. Module Title
Management of Information Technology

2a. Module Leader
Hugh Chadwick

2b. Department
Department of Computing and Technology

2c. Faculty
Faculty of Science and Technology

3a. Level
5

3b. Module Type
Standard (fine graded)

4a. Credits
15

4b. Study Hours
150

5. Restrictions			
Type	Module Code	Module Name	Condition
Pre-requisites:	None		
Co-requisites:	None		
Exclusions:	None		
Courses to which this module is restricted:			

LEARNING, TEACHING AND ASSESSMENT INFORMATION

6a. Module Description

The effective management of IT necessitates the consideration of an increasingly wide range of both technical and human elements. This module focuses on giving students an understanding of the particular issues and practices involved in the administration and management of enduser support. It will include the key practical aspects of network administration e.g. setting up user rights as well as the management issues concerned with helpdesks, product and service acquisition. Students will be made aware of the need for a problem resolution framework and efficient configuration and infrastructure management procedures.

There will also be consideration of the changing nature of the maintenance role and computing job roles in this context and the potential professional implications of these for the future. After consideration of a case study scenario students will be required to produce justified recommendations in a formal written report and be prepared to discuss these at a presentation to a management board.

6b. Outline Content

Service Level Agreements

Outsourcing

Acquisition issues

Infrastructure management

Problem resolution

Structure of IS departments

6c. Key Texts/Literature

The reading list to support this module is available at: <http://readinglists.anglia.ac.uk/modules/mod005435>

6d. Specialist Learning Resources

Students are expected to have comprehensive access to an internet-capable computer in order to conduct research both on the internet and access the additional teaching resources will be provided on the V.L.E.

6 weeks of access to non academic network required to allow for practical elements of assigning user rights.

7. Learning Outcomes (threshold standards)		
No.	Type	On successful completion of this module the student will be expected to be able to:
1	Knowledge and Understanding	Critically appraise a range of technical and human issues concerned with end-user support.
2	Knowledge and Understanding	Identify key elements of problems and present and discuss recommendations to the management board of an organisation.
3	Intellectual, practical, affective and transferrable skills	Apply knowledge of networking to the standard network administration functions.
4	Intellectual, practical, affective and transferrable skills	Analyse a problem to create an appropriate Service Level Agreement and problem resolution framework.

8a. Module Occurrence to which this MDF Refers				
Year	Occurrence	Period	Location	Mode of Delivery
2017/8	ZZF	Template For Face To Face Learning Delivery		Face to Face

8b. Learning Activities for the above Module Occurrence			
Learning Activities	Hours	Learning Outcomes	Details of Duration, frequency and other comments
Lectures	12	1,2	Lecture 1 hr x 12 weeks
Other teacher managed learning	24	2,4	Labs / practicals / seminars 2 hr x 12 weeks
Student managed learning	114	1,2,3,4	Reading, research, skills practice
TOTAL:	150		

9. Assessment for the above Module Occurrence					
Assessment No.	Assessment Method	Learning Outcomes	Weighting (%)	Fine Grade or Pass/Fail	Qualifying Mark (%)
010	Practical	1,2	0 (%)	Pass/Fail	100 (%)
15-20 minute presentation.					
Assessment No.	Assessment Method	Learning Outcomes	Weighting (%)	Fine Grade or Pass/Fail	Qualifying Mark (%)
011	Coursework	3,4	100 (%)	Fine Grade	30 (%)
Formal Report: 2000 words formal style written report supported by individual presentation of recommendations made to board.					

In order to pass this module, students are required to achieve an overall mark of 40%.

In addition, students are required to:

(a) achieve the qualifying mark for each element of fine graded assessment of as specified above

(b) pass any pass/fail elements