INFS2602 Managing Information Systems - 2024

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General Course Information

Course Code : INFS2602
Year : 2024
Term : Summer
Teaching Period : U1
Is a multi-term course? : No
Faculty : UNSW Business School
Academic Unit : School of Information Systems and Technology Management
Delivery Mode : Online
Delivery Format : Standard
Delivery Location : Kensington
Campus : Sydney
Study Level : Undergraduate
Units of Credit : 6

<u>Useful Links</u>

<u>Handbook</u> <u>Class Timetable</u>

Course Details & Outcomes

Course Description

This is a foundational (Level 2) Information Systems (IS) course that is designed for BCom students pursuing an IS major.

The course will introduce students to the role and implications of IS in business and society. As an overarching theme, this course examines a range of information technologies, their issues, impacts and management in relation to organisational objectives, and human behaviour. Through this course, students will learn to appreciate and assess existing and emerging technologies affecting businesses, business relationships and their products and services. In taking this course, students will be provided with tasks and assignments that will aid in refining their ability to evaluate the value of IS, and deploy them strategically to improve businesses. The tasks and assignments will also improve their professional competencies, which include communication, teamwork, project management and research skills.

The topics that are covered in this course include understanding the role of Information Systems and IS Professionals in businesses, the relationship between systems, organisations and strategy, the nature and purpose of information systems, the analysis and improvement of business processes, as well as the emerging trends in IS. The course will also explore contemporary technology-enabled phenomena that are disruptive to the current business landscape. The course also touches on business Intelligence systems that support organisation decision-making. Students will be engaged in the discussion of the considerations behind the acquisition and development of IS, as well as the issues common to the management of IS projects. Lastly, the course addresses the need to manage cybersecurity and risks, as well as the potential ethical and social issues faced by businesses in relation to their use of IS.

Course Aims

The course aims to further student development as scholars and future business professionals by refining their communication and group-work skills, improving their time management, and assisting them in developing their research skills. If you are completing an IS major, then INFS2602 is the introduction to the area and is a prerequisite for most Stage 2 & 3 IS courses. The material covered in this course will be built upon in more advanced IS courses. If you are studying accounting, finance, marketing or any other business course, INFS2602 will not only introduce you to the crucial role of technology in modern-day businesses, but it will also improve your overall understanding of how businesses work in general. The course will explore the key systems that are in use by accountants, financial managers and marketing professionals on a daily basis. Because INFS2602 does not assume any prior experience with technology, you will find that it fits easily with your background and degree programme. If you intend to become an accountant, then INFS2602 is an important course to enrol for because it is one of the prerequisites for becoming a Certified Practicing Accountant (CPA). By taking INFS2602, you also open up the possibility of doing more advanced business-oriented IS courses such as

Enterprise Systems, Business Analysis, Business Process Management and IS Security. If you are studying software engineering or computer science, then INFS2602 will give you a better comprehension of the business context in which your software and technology will be deployed. This in turn bolsters your capacity to build and deliver quality systems that organisations want and need.

Course Learning Outcomes

Course Learning Outcomes	Program learning outcomes
CLO1 : Explain the components, nature and role of information systems (IS), and how they can be implemented and managed.	• PLO1 : Business Knowledge
CLO2 : Create IS-Based solutions to address business problems and enhance their efficiency and effectiveness.	• PLO1 : Business Knowledge • PLO2 : Problem Solving
CLO3 : Examine emerging technological trends and issues in terms of their business and societal impact.	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice
CLO4 : Collaborate with team members to develop leadership skills and achieve team objectives effectively.	• PLO3 : Business Communication • PLO4 : Teamwork • PLO7 : Leadership Development
CLO5 : Formulate controls and policies to mitigate security and ethical issues stemming from emerging technologies.	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice • PLO6 : Global and Cultural Competence

Course Learning Outcomes	Assessment Item
CLO1 : Explain the components, nature and role of information systems (IS), and how they can be implemented and managed.	• Individual Assignment • Group Project • Final Exam
CLO2 : Create IS-Based solutions to address business problems and enhance their efficiency and effectiveness.	• Individual Assignment • Group Project • Final Exam
CLO3 : Examine emerging technological trends and issues in terms of their business and societal impact.	• Individual Assignment • Group Project • Final Exam
CLO4 : Collaborate with team members to develop leadership skills and achieve team objectives effectively.	• Individual Assignment • Group Project
CLO5 : Formulate controls and policies to mitigate security and ethical issues stemming from emerging technologies.	• Final Exam • Individual Assignment • Group Project

Learning and Teaching Technologies

Moodle - Learning Management System

Learning and Teaching in this course

Use of your Webcam and Digital Devices: If you enrol in an online class, or the online stream of a hybrid class, teaching and associated activities will be conducted using Teams, Zoom, or similar a technology. Using a webcam is optional, but highly encouraged, as this will facilitate interaction with your peers and instructors. If you are worried about your personal space being observed during a class, we encourage you to blur your background or make use of a virtual background. Please contact the Lecturer-in-Charge if you have any questions or concerns. Some courses may involve undertaking online exams for which your own computer or digital devices will be required. Monitoring of online examinations will be conducted directly by University staff and is bound by the University's privacy and security requirements. Any data collected will be handled accordance with UNSW policies and standards for data governance. For more information on how the University manages personal information please refer to the UNSW Student Privacy Statement and the UNSW Privacy Policy.

Approach to Learning and Teaching in the Course

The field of Information Systems is exciting, innovative and dynamic. New technologies and novel ways of doing things are emerging all of the time. Nothing stays the same for very long! Such a fast-moving environment means that not only do we need to learn about information systems today, but that we need to learn how to continue learning about information systems in the future in order to effectively utilise these systems for developing innovative business practices. This course aims to equip you with necessary understanding of IS fundamentals, as they stand, and to also equip you with critical thinking tools and techniques that will allow you to understand IS in the future.

Learning Activities and Teaching Strategies (Summer Term 2024)

The course involves three key components – Lectures, Tutorials, and your Private study.

LECTURES (Synchronous Online)

Lectures are organised in 8 topic modules and the slide pack are published weekly on Moodle. The lecture will help you understand the organizational and societal context in which IS are built

and utilised. It is important to note that each lecture is designed to deliver an overview on a range of chapters so it is important that you attend the lectures. A lecture slide pack will be supplied to you at least 24 hours before the scheduled lecture via the course site on Moodle http://moodle.telt.unsw.edu.au.

TUTORIALS (Synchronous Online)

Weekly tutorials are conducted to help build your understanding of each course topic through the application of what you have learnt in the lecture to case studies and real-life scenarios. They also give you the opportunity to discuss your work with your colleagues, and can offer an indication of your own progress. Consultations are also built into tutorials to provide support for completing the individual and group assessments. Further information on tutorial preparation and class participation is provided on Moodle.

PRIVATE STUDY

Your private study is the MOST IMPORTANT component of this course. The lecture slides, in-class activities, tutorial exercises, additional readings, and your own topic summaries form the basis of an excellent private study regime. Keeping up-to-date is very important. It is advised that you spend at least 10 hours per week of private study for this course.

Additional Course Information

Delivery Mode for Summer Term 2024

Lectures and tutorials will be delivered **synchronously online** for Summer Term 2024.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates	Program learning outcomes
Individual Assignment Assessment Format: Individual	25%	Start Date: Not Applicable Due Date: Week 2 Friday 23:59 AEST Post Date: 12/01/2024 11:59 PM	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO3 : Business Communication • PLO4 : Teamwork • PLO5 : Responsible Business Practice • PLO6 : Global and Cultural Competence • PLO7 : Leadership Development
Group Project Assessment Format: Group	30%	Start Date: Not Applicable Due Date: Week 4 Sunday 23:59 AEST Post Date: 28/01/2024 11:59 PM	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO3 : Business Communication • PLO4 : Teamwork • PLO5 : Responsible Business Practice • PLO6 : Global and Cultural Competence
Final Exam Assessment Format: Individual	45%	Start Date: Exam Period	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice • PLO6 : Global and Cultural Competence

Assessment Details

Individual Assignment

<u>Assessment Overview</u>

This assignment is in the form of an individual progress report that corresponds to a specific section of the group project. The content of this report will vary depending on the student's designated role within the project team.

Assesses: PLO1, PLO2, PLO3, PLO4, PLO5, PLO6, PLO7

BCom Students: myBCom Course points for PLO2, PLO7

<u>Course Learning Outcomes</u>

- CLO1 : Explain the components, nature and role of information systems (IS), and how they

can be implemented and managed.

- CLO2 : Create IS-Based solutions to address business problems and enhance their efficiency and effectiveness.
- CLO3 : Examine emerging technological trends and issues in terms of their business and societal impact.
- CLO4 : Collaborate with team members to develop leadership skills and achieve team objectives effectively.
- CLO5 : Formulate controls and policies to mitigate security and ethical issues stemming from emerging technologies.

<u>Detailed Assessment Description</u>

For Summer Term only, this assignment is in the form of an individual report that corresponds to the first section of the group project. Each student will be expected to formulate a novel business idea of their choice, supported with a competitive strategy and high-level business model. Students will have the opportunity to select which business idea to pursue for the group project based on the group members' individual assignments. The deliverable is a report of 1200 (± 10%) words.

<u>Assessment Length</u>

1200 words

<u>Assignment submission Turnitin type</u>

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

Group Project

<u>Assessment Overview</u>

This assessment item requires students to work within their project groups to develop a proposal for a platform-based business. Each project group will be expected to create and describe a novel business idea for a pre-defined scenario, which you will receive through Moodle. The group will be required to apply knowledge of what is covered during the lectures to deliver (1) a strategic analysis, (2) an in-depth analysis of one key business process (3) a high-fidelity wireframe, and (4) a project timeline, budget and security risk management plan associated with the development of the proposed platform-based business. The deliverable of the project is a project proposal of 5000 (± 10% words).

Assesses: PLO1, PLO2, PLO3, PLO4, PLO5, PLO6

BCom Students: myBCom Course points for PLO4

Course Learning Outcomes

- CLO1 : Explain the components, nature and role of information systems (IS), and how they can be implemented and managed.
- CLO2 : Create IS-Based solutions to address business problems and enhance their efficiency and effectiveness.
- CLO3 : Examine emerging technological trends and issues in terms of their business and societal impact.
- CLO4 : Collaborate with team members to develop leadership skills and achieve team objectives effectively.
- CLO5 : Formulate controls and policies to mitigate security and ethical issues stemming from emerging technologies.

Detailed Assessment Description

For Summer Term only, this assessment item requires students to work within their project groups to develop a proposal for a platform-based business. Each project group will be expected to create and describe a novel business idea based on a pre-defined scenario, details of which will be published on Moodle. The group will be required to apply knowledge of what is covered during the lectures to deliver (1) a strategic analysis, (2) an in-depth analysis of one key business process (3) a high-fidelity wireframe, and (4) a project timeline, budget, and security risk management plan associated with the development of the proposed platform-based business. The deliverable of the project is a project proposal of 4000 (± 10% words).

Assessment Length

4000 words

Assignment submission Turnitin type

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

Final Exam

Assessment Overview

The final examination will be held during the formal end-of-session examination period. The final examination will cover ALL TOPICS in this Course, and will be based on materials from lectures, tutorials and all readings used in the course. The aim of the final examination is to enable you to demonstrate that you have achieved all the Learning Objectives for this course.

Assesses: PLO1, PLO2, PLO5, PLO6

Course Learning Outcomes

- CLO1 : Explain the components, nature and role of information systems (IS), and how they can be implemented and managed.

- CLO2 : Create IS-Based solutions to address business problems and enhance their efficiency and effectiveness.
- CLO3 : Examine emerging technological trends and issues in terms of their business and societal impact.
- CLO5 : Formulate controls and policies to mitigate security and ethical issues stemming from emerging technologies.

Detailed Assessment Description

Details of the final exam will be released on Moodle closer to the date.

Assessment Length

4 hours - Online Exam

Assignment submission Turnitin type

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

General Assessment Information

As a student at UNSW you are expected to display academic integrity in your work and interactions. Where a student breaches the UNSW Student Code with respect to academic integrity, the University may take disciplinary action under the Student Misconduct Procedure. To assure academic integrity, you may be required to demonstrate reasoning, research and the process of constructing work submitted for assessment.

To assist you in understanding what academic integrity means, and how to ensure that you do comply with the UNSW Student Code, it is strongly recommended that you complete the Working with Academic Integrity module before submitting your first assessment task. It is a free, online self-paced Moodle module that should take about one hour to complete.

You are expected to complete all assessment tasks for your courses in the School of Information Systems and Technology Management. Classes are highly practical and relevant to your assessments, so you are expected to attend at least 80% of all scheduled classes.

Where group assignments are used, team members are expected to work in a harmonious and professional fashion, which includes adequate management of non-performing members. You should inform your tutor as soon as possible if you experience problems within a project team. You may be required to evaluate the contribution of each team member (including yourself) in group work and marks for individual students may be adjusted based on peer assessment.

Grading Basis

Standard

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 1 January - 7 January	Lecture	• Wed (Jan 3) - Course Overview and Introduction to Information Systems and Business Processes
	Tutorial	• Thu (Jan 4) - Introduction to Information Systems and Business Processes and Group Formation
Week 2 : 8 January - 14 January	Assessment	Individual Assignment due on Week 2 Friday (Jan 12) 23:59 AEST
	Lecture	• Mon (Jan 8) - Strategic Analysis and Competitive Advantage • Wed (Jan 10) - Business Process Analysis
	Tutorial	• Tue (Jan 9) - Consultations for Individual Assignment • Thu (Jan 11) - Business Process Analysis
Week 3 : 15 January - 21 January	Lecture	• Mon (Jan 15) - Business Process Improvement • Wed (Jan 17) - Systems Design and Development
	Tutorial	• Tue (Jan 16) - Consultations for Group Project (Part 2) • Thu (Jan 18) - Systems Design and Development • Fri (Jan 19, tentative) - Consultations for Group Project (Part 3)
Week 4 : 22 January - 28 January	Assessment	Group Project due on Week 4 Sunday (Jan 28) 23:59 AEST
	Lecture	• Mon (Jan 22) - Project Scheduling and Budgeting • Wed (Jan 24) - IS Security, Ethics, and Emerging Trends in IS
	Tutorial	• Tue (Jan 23) - Project Scheduling and Budgeting • Thu (Jan 25) - Consultations for Group Project (Part 4)
Week 5 : 29 January - 4 February	Lecture	• Mon (Jan 29) - Course Wrap-up and Final Exam Briefing
	Tutorial	• Tue (Jan 30) - IS Security and Ethics
	Assessment	The Final Exam may be scheduled any time between Feb 3-Feb 5 (Exam Period). More information will be released closer to the date.

Attendance Requirements

Students are strongly encouraged to attend all classes and review lecture recordings.

General Schedule Information

Schedule Information for Summer Term 2024

For Summer Term only, the course will be delivered online over 5 weeks. Lectures will run twice a week (Monday and Wednesday), followed by tutorials (Tuesday and Thursday, respectively). The Summer Term course offering is **intensive**. It is designed to cover all materials and build the same skills set as the regular term offerings (T1, T3) of this course.

Course Resources

Prescribed Resources

The recommended textbook for the course is: Experiencing MIS, Eighth Edition Global Edition, 2019 by Kroenke, David and Boyle, Randall Pearson Australia Custom Publication [ISBN: 978129226698-5]. Buying the textbook is encouraged but not mandatory. It is a useful supplementary resource to help you to prepare for lectures, tutorials, assignments and the final

exam.

Course Evaluation and Development

Feedback is regularly sought from students and continual improvements are made based on this feedback. At the end of this course, you will be asked to complete the myExperience survey , which provides a key source of student evaluative feedback. Your input into this quality enhancement process is extremely valuable in assisting us to meet the needs of our students and provide an effective and enriching learning experience. The results of all surveys are carefully considered and do lead to action towards enhancing educational quality. Your feedback at the end of this course is a valuable tool to help us assess our current course design and plan for further improvements in the future. UNSW's myExperience survey is an important way in which student evaluative feedback is gathered systematically from all courses. We will also add more specifc forms of evaluation, including informal feedback, at the end of semester. Given our approach to teaching and learning and the role of students in these processes, we view students' evaluation as an integral part of teaching and learning. As a consequence of student feedback from previous years, we have signifcantly revised the delivery of lectures, workshops, as well as the course assessments. We believe that these changes will lead to an enhanced learning experience for future students of the course, and we look forward to receiving your feedback!

Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Lecturer	Roxanne Llamzon		School of Information Systems and Technology Management (E15)	Contact via Microsoft Teams	Friday 2-3 PM (AEST, online) or by appointment (via Microsoft Teams)	No	Yes

Other Useful Information

Academic Information

COURSE POLICIES AND SUPPORT

The Business School expects that you are familiar with the contents of this course outline and the UNSW and Business School learning expectations, rules, policies and support services as listed below:

- Program Learning Outcomes

- Academic Integrity and Plagiarism
- Student Responsibilities and Conduct
- Special Consideration
- Protocol for Viewing Final Exam Scripts
- Student Learning Support Services

Further information is provided on the key policies and support page.

Students may not circulate or post online any course materials such as handouts, exams, syllabi or similar resources from their courses without the written permission of their instructor.

STUDENT LEARNING OUTCOMES

The Course Learning Outcomes (CLOs) – under the Outcomes tab – are what you should be able to demonstrate by the end of this course, if you participate fully in learning activities and successfully complete the assessment items.

CLOs also contribute to your achievement of the Program Learning Outcomes (PLOs), which are developed across the duration of a program. PLOs are, in turn, directly linked to UNSW graduate capabilities. More information on Coursework PLOs is available on the key policies and support page. For PG Research PLOs, including MPDBS, please refer to the UNSW HDR Learning Outcomes.

Academic Honesty and Plagarism

As a student at UNSW you are expected to display academic integrity in your work and interactions. Where a student breaches the UNSW Student Code with respect to academic integrity, the University may take disciplinary action under the Student Misconduct Procedure. To assure academic integrity, you may be required to demonstrate reasoning, research and the process of constructing work submitted for assessment.

To assist you in understanding what academic integrity means, and how to ensure that you do comply with the UNSW Student Code, it is strongly recommended that you complete the Working with Academic Integrity module before submitting your first assessment task. It is a free, online self-paced Moodle module that should take about one hour to complete.

Submission of Assessment Tasks

SPECIAL CONSIDERATION

You can apply for special consideration when illness or other circumstances beyond your control interfere with your performance in a specific assessment task or tasks, including online exams. Students studying remotely who have exams scheduled between 10pm and 7am local time, are also able to apply for special consideration to sit a supplementary exam at a time outside of these hours.

Special consideration is primarily intended to provide you with an extra opportunity to demonstrate the level of performance of which you are capable. To apply, and for further information, see Special Consideration on the UNSW Current Students page.

Special consideration applications will be assessed centrally by the Case Review Team, who will update the online application with the outcome and add any relevant comments. The change to the status of the application immediately sends an email to the student and to the assessor with the outcome of the application.

Please note the following:

1. Applications can only be made through Online Services in myUNSW (see the UNSW Current Students page). Applications will not be accepted by teaching staff. The lecturer-in-charge/ course coordinator will be automatically notified when your application is processed.
2. Applying for special consideration does not automatically mean that you will be granted a supplementary exam or other concession.
3. If you experience illness or misadventure in the lead up to an exam or assessment, you must submit an application for special consideration, either prior to the examination taking place, or prior to the assessment submission deadline, except where illness or misadventure prevent you from doing so.
4. If your circumstances stop you from applying before your exam or assessment due date, you must apply within 3 working days of the assessment or the period covered by your supporting documentation.
5. Under the UNSW Fit To Sit/Submit rule, if you sit the exam/submit an assignment, you are declaring yourself well enough to do so and are cannot subsequently apply for special consideration.
6. If you become unwell on the day of – or during – an exam, you must stop working on your exam, advise your course coordinator or tutor and provide a medical certificate dated within 24 hours of the exam, with your special consideration application. For online exams, you must contact your course coordinator or tutor immediately via email, Moodle or chat and advise them you are unwell and submit screenshots of your conversation along with your medical certificate and application.
7. Special consideration requests do not allow the awarding of additional marks to students.

Further information on Business School policy and procedure can be found under "Special Consideration" on the key policies and support page.

LATE SUBMISSION PENALTIES

For assessments other than examinations, late submission will incur a penalty of 5% per day or part thereof (including weekends) from the due date and time. An assessment will not be accepted after 5 days (120 hours) of the original deadline unless special consideration has been approved. An assignment is considered late if the requested format, such as hard copy or electronic copy, has not been submitted on time or where the 'wrong' assignment has been submitted.

For assessments which account for 10% or less of the overall course grade, and where answers are immediately discussed or debriefed, the LIC may stipulate a different penalty. Details of such late penalties will be available on the course Moodle page.

FEEDBACK ON YOUR ASSESSMENT TASK PERFORMANCE

Feedback on student performance from formative and summative assessment tasks will be provided to students in a timely manner. Assessment tasks completed within the teaching period of a course, other than a final assessment, will be assessed and students provided with feedback, with or without a provisional result, within 10 working days of submission, under normal circumstances. Feedback on continuous assessment tasks (e.g. laboratory and studio-based, workplace-based, weekly quizzes) will be provided prior to the midpoint of the course.

Faculty-specific Information

PROTOCOL FOR VIEWING FINAL EXAM SCRIPTS

UNSW students have the right to view their final exam scripts, subject to a small number of very specific exemptions. The UNSW Business School has set a protocol under which students may view their final exam script. Individual schools within the Faculty may also set up additional local processes for viewing final exam scripts, so it is important that you check with your School.

If you are completing courses from the following schools, please note the additional school-specific information:

- Students in the **School of Accounting, Auditing & Taxation** who wish to view their final examination script should also refer to this page.

- Students in the **School of Banking & Finance** should also refer to this page.
- Students in the **School of Information Systems & Technology Management** should also refer to this page.

COURSE EVALUATION AND DEVELOPMENT

Feedback is regularly sought from students and continual improvements are made based on this feedback. At the end of this course, you will be asked to complete the myExperience survey, which provides a key source of student evaluative feedback. Your input into this quality enhancement process is extremely valuable in assisting us to meet the needs of our students and provide an effective and enriching learning experience. The results of all surveys are carefully considered and do lead to action towards enhancing educational quality.

QUALITY ASSURANCE

The Business School is actively monitoring student learning and quality of the student experience in all its programs. A random selection of completed assessment tasks may be used for quality assurance, such as to determine the extent to which program learning goals are being achieved. The information is required for accreditation purposes, and aggregated findings will be used to inform changes aimed at improving the quality of Business School programs. All material used for such processes will be treated as confidential.

TEACHING TIMES AND LOCATIONS

Please note that teaching times and locations are subject to change. Students are strongly advised to refer to the Class Timetable website for the most up-to-date teaching times and locations.