UNSW Course Outline

INFS5831 Information Systems Consulting - 2024

Published on the 29 Jan 2024

General Course Information

Course Code : INFS5831
Year : 2024
Term : Term 1
Teaching Period : T1
Is a multi-term course? : No
Faculty : UNSW Business School
Academic Unit : School of Information Systems and Technology Management
Delivery Mode : In Person
Delivery Format : Standard
Delivery Location : Kensington
Campus : Sydney
Study Level : Postgraduate
Units of Credit : 6

Useful Links

Handbook Class Timetable

Course Details & Outcomes

Course Description

This course focuses on the key concepts, practices and issues in engaging and providing Information Systems/Information Technology (IS/IT) consulting services, from both the client and the consultant perspectives. The course examines the value propositions of IS/IT consulting,

how IS/IT consultants engage with organisations and key stakeholders, and how they help analyse and solve business problems. The course seeks to familiarise you with the IS/IT consulting process, common consulting frameworks and the benefits and limitations related to their use, key types of IT consulting engagements, and current trends in IT consulting related to the opportunities and challenges brought about by rapidly advancing technologies.

Course Aims

This course aims to familiarise you with the key concepts, practices and issues in IS/IT consulting and provide you with sufficient practical and theoretical knowledge of the area so that you will be able to meaningfully participate in, or interact with, IS/IT consulting teams. In addition to providing these domain skills the course also seeks to develop the general skills important in IS/IT consulting, including communication, presentation, problem solving and critical thinking.

This course will be of benefit to those students intending to pursue a career in IS/IT or business consulting, IS/IT management, or in roles where they need to work with consultants.

Relationship to Other Courses

This course aims to familiarise you with the key concepts, practices and issues in IT consulting and provide you with sufficient practical and theoretical knowledge of the area so that you will be able to meaningfully participate in, or interact with, IT consulting teams. In addition to providing these domain skills the course also seeks to develop the general skills important in IT consulting, including communication, presentation, problem solving and critical thinking.

This course will be of benefit to those students intending to pursue a career in IT or business consulting, IT management, or in roles where they need to work with consultants.

Course Learning Outcomes

Course Learning Outcomes	Program learning outcomes
CLO1 : Explain the value proposition of IS/IT consulting and its alignment with organisational IT strategy.	• PLO1 : Business Knowledge
CLO2 : Identify and engage internal and external stakeholders effectively using stakeholder management frameworks.	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice
CLO3 : Discuss how risks and ethical dilemmas in IS/IT consulting engagements can be managed with ethical decision making framework.	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice • PLO6 : Global and Cultural Competence
CLO4 : Select appropriate IT consulting frameworks and methods for analysing realistic business scenarios.	• PLO1 : Business Knowledge • PLO2 : Problem Solving
CLO5 : Recommend appropriate strategy and solutions for managing cybersecurity risks for organisations.	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice • PLO7 : Leadership Development
CLO6 : Develop effective writing skills to deliver logically and professionally presented consulting reports.	• PLO3 : Business Communication
CLO7 : Develop leadership project management skills in cybersecurity initiatives.	• PLO4 : Teamwork • PLO7 : Leadership Development

Course Learning Outcomes	Assessment Item
CLO1 : Explain the value proposition of IS/IT consulting and its alignment with organisational IT strategy.	• Participation • Final Exam
CLO2 : Identify and engage internal and external stakeholders effectively using stakeholder management frameworks.	• Individual Assignment • Participation • Final Exam
CLO3 : Discuss how risks and ethical dilemmas in IS/IT consulting engagements can be managed with ethical decision making framework.	• Individual Assignment • Participation • Final Exam
CLO4 : Select appropriate IT consulting frameworks and methods for analysing realistic business scenarios.	• Team Assignment • Individual Assignment • Participation • Final Exam
CLO5 : Recommend appropriate strategy and solutions for managing cybersecurity risks for organisations.	• Team Assignment • Participation • Final Exam
CLO6 : Develop effective writing skills to deliver logically and professionally presented consulting reports.	• Team Assignment • Individual Assignment
CLO7 : Develop leadership project management skills in cybersecurity initiatives.	• Team Assignment

Learning and Teaching Technologies

Moodle - Learning Management System | Echo 360

Learning and Teaching in this course

Every week, there will be a class of three hours duration devoted to a particular topic which will be explored through a combination of essential readings and class activities. Components of each seminar may vary but they typically involve a mixture of lectures and class activities such as discussions, ad-hoc exercises, and team presentations.

You are expected to have done the designated preparation for each week in order to participate actively and effectively during the seminar. The submission of written preparation work is required in some weeks. Critical thinking, constructive critique, originality, and respectful dialogue are expected and encouraged.

Your participation in the seminars will enrich the learning experience for everybody involved, including that of the lecturers. The seminars are an opportunity to learn from one another and to

express your thoughts and opinions. It is recognised that students are individuals with diverse experiences and interests. Through interactive dialogue and discourse, the course is designed to challenge commonly held assumptions about existing theoretical concepts and pragmatic business practices. Your learning experience will also be facilitated by in-class activities, case studies, spontaneous student-led discussions as well as individual and team assignments.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates	Program learning outcomes
Participation Assessment Format: Individual	10%	Start Date: ongoing during T1 Due Date: Ongoing during T1	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice • PLO6 : Global and Cultural Competence • PLO7 : Leadership Development
Individual Assignment Assessment Format: Individual	15%	Start Date: Week 2 Due Date: Week 5: 11 March - 17 March	• PLO2 : Problem Solving • PLO3 : Business Communication • PLO1 : Business Knowledge • PLO5 : Responsible Business Practice • PLO6 : Global and Cultural Competence
Team Assignment Assessment Format: Group	25%	Start Date: when released in Week 2 Due Date: Week 5: 11 March - 17 March	• PLO5 : Responsible Business Practice • PLO7 : Leadership Development • PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO3 : Business Communication
Final Exam Assessment Format: Individual	50%	Start Date: During exam period Due Date: During exam period	• PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice • PLO6 : Global and Cultural Competence • PLO7 : Leadership Development

Assessment Details
Participation

Assessment Overview

Your participation in the seminars is encouraged and will be assessed over the length of the course. The mark you receive will reflect the extent to which you have contributed to class/online discussions/preparation, and reflection journal.

Course Learning Outcomes

- CLO1 : Explain the value proposition of IS/IT consulting and its alignment with organisational IT strategy.
- CLO2 : Identify and engage internal and external stakeholders effectively using stakeholder management frameworks.
- CLO3 : Discuss how risks and ethical dilemmas in IS/IT consulting engagements can be managed with ethical decision making framework.
- CLO4 : Select appropriate IT consulting frameworks and methods for analysing realistic business scenarios.
- CLO5 : Recommend appropriate strategy and solutions for managing cybersecurity risks for organisations.

Detailed Assessment Description

Will be explained in Week 1.

Assessment Length

Not specific

Submission notes

No formal submission

Assignment submission Turnitin type

This is not a Turnitin assignment

Individual Assignment

Assessment Overview

For this assignment you will work individually on a report of up to 2,500 words that is due in Week 5.

The individual assignment will be evaluated based on the logical flow of arguments, the comprehensiveness of independent research and the quality of inferences drawn. Full details of this assessment component as well as a detailed breakdown of the evaluation criteria will be

made available via the course website.

<u>Course Learning Outcomes</u>

- CLO2 : Identify and engage internal and external stakeholders effectively using stakeholder management frameworks.
- CLO3 : Discuss how risks and ethical dilemmas in IS/IT consulting engagements can be managed with ethical decision making framework.
- CLO4 : Select appropriate IT consulting frameworks and methods for analysing realistic business scenarios.
- CLO6 : Develop effective writing skills to deliver logically and professionally presented consulting reports.

<u>Detailed Assessment Description</u>

To be confirmed

<u>Submission notes</u>

Turnitin

<u>Assessment information</u>

2500 words

<u>Assignment submission Turnitin type</u>

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

Team Assignment

<u>Assessment Overview</u>

For this assignment you will work in a team of 3 to 4 members on a report of up to 5,000 words that is due in Week 10. The reports will be evaluated based on the logical flow of arguments, the comprehensiveness of independent research and the quality of recommendations.

The assignment will also incorporate a presentation of your findings to the class in Week 10 Seminar (all team members to present). For this component of your assessment, you will be evaluated based on the persuasiveness and logical flow of the presentation, connection with the audience, time management, teamwork, and professionalism. Presenting is an essential skill required of all IT consultants and it could often be a critical component that makes the difference between acceptance and rejection of the proposal you have worked so hard on.

Full details of this assessment component as well as a detailed breakdown of the evaluation criteria will be made available via the course website.

Course Learning Outcomes

- CLO4 : Select appropriate IT consulting frameworks and methods for analysing realistic business scenarios.
- CLO5 : Recommend appropriate strategy and solutions for managing cybersecurity risks for organisations.
- CLO6 : Develop effective writing skills to deliver logically and professionally presented consulting reports.
- CLO7 : Develop leadership project management skills in cybersecurity initiatives.

Assessment Length

5000 words

Submission notes

Turnitin

Assignment submission Turnitin type

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

Final Exam

Assessment Overview

More information will be provided later in the term. All exams are conducted in accordance with the UNSW Rules for the Conduct of Examinations and it is the student's responsibility to be familiar with these rules. Information about exams is available from myUNSW.

Course Learning Outcomes

- CLO1 : Explain the value proposition of IS/IT consulting and its alignment with organisational IT strategy.
- CLO2 : Identify and engage internal and external stakeholders effectively using stakeholder management frameworks.
- CLO3 : Discuss how risks and ethical dilemmas in IS/IT consulting engagements can be managed with ethical decision making framework.
- CLO4 : Select appropriate IT consulting frameworks and methods for analysing realistic business scenarios.
- CLO5 : Recommend appropriate strategy and solutions for managing cybersecurity risks for organisations.

Assessment Length

written exam, length to be determined.

Submission notes

To be confirmed

Assessment information

More information will follow.

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

Requirements to pass course

In order to pass this course, you must:

- achieve a composite mark of at least 50 out of 100;

- meet any additional requirements described in the Assessment Summary section.

You are expected to attempt all assessment requirements in the course.

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 12 February - 18 February	Workshop	Introduction to IT Consulting
Week 2 : 19 February - 25 February	Workshop	The client/ stakeholder perspective Participation graded
Week 3 : 26 February - 3 March	Workshop	Entering an engagement Participation graded
Week 4 : 4 March - 10 March	Workshop	Stakeholder Management Participation graded
Week 5 : 11 March - 17 March	Workshop	Analysing a business Individual Assignment Due.
Week 6 : 18 March - 24 March	Other	Recharge Week No Workshop. Catchup on readings and workshop materials.
Week 7 : 25 March - 31 March	Workshop	Managing IT Consulting and careers. Participation graded
Week 8 : 1 April - 7 April	Workshop	Trends in IT consulting 1. Participation graded. This is a public holiday, so I will advise on a makeup for Week 8 on another day that week.
Week 9 : 8 April - 14 April	Workshop	Trends in IT consulting 2. Participation graded
Week 10 : 15 April - 21 April	Presentation	Team assignment due. Team presentations of team assignment Exam revision and information.

Attendance Requirements

Students must attend 80% of the workshops.

Course Resources

Prescribed Resources

Great online resources come from consulting firm's website such as

https://www.mckinsey.com/

https://www.accenture.com/us-en

https://www.accenture.com/us-en

https://www.ibm.com/consulting/au-en/?lnk=hpmscauen

Other online academic papers will be supplied through the Leganto link.

Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Convenor	Lesley Land		QUAD 2099A	+61 2 9065 5401	Tue 2-4pm	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 Plagiarism

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.