NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY

PRESCRIPTION: IS700 INFORMATION SYSTEMS MANAGEMENT

AIM OF MODULE:	To enable the student to gain an understanding of the management of the information system (IS) function within the modern business and government organisations.
CREDITS:	7
RESTRICTIONS:	As this module has content that overlaps with the content of IS600 students completing this module cannot be awarded a credit for IS600.
KNOWLEDGE ASSUMED FROM:	SS600 Supervisory Skills
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	2004
PRESCRIPTION EXPIRY DATE:	Nov 2011

Level and Assessment Schedule

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
Role of the IS function			*		5
Planning and Policies relating to the IS function			*		10
Management & Control of IS			*		15
Human Resource Management		*			10
Database & Communications		*			5
Emerging Technologies		*			5
Case Study				*	50
					100

The student will:

1 ROLE OF THE IS FUNCTION

C 1.1 Explain how over time there has been a change in the role of the IS function. Consider such points as:

- the change in how a Computing Department was viewed within an organisation
- IS being managed as a service function
- information itself being seen as a strategic resource
- who the IS manager reports to within the organisation

A 1.2 Outline typical management and user expectations of computer operations.

2 PLANNING AND POLICIES RELATING TO THE IS FUNCTION

➢ Be able to select the appropriate policies for managing the IS function in the following areas:

C 2.1 Strategic Planning

The student should understand that IS:

- is an integral part of the overall corporate plan
- requires strategic planning because of:
  - rapid change in technology
  - personnel scarcity
  - scarcity of corporate resources - e.g. $$
  - the trend to Databases and integrated systems
  - environmental factors

C 2.2 Cost Allocation

Explain the various ways of allocating costs - e.g. is the IS department a Head Office overhead or are costs allocated based on usage?

A 2.3 Direction Setting

Identify the policy issues that need addressing because information is being used differently due to changing technology eg.

- ease of access to data
- ownership of data
- privacy

3   MANAGEMENT AND CONTROL OF IS

C   3.1   Explain the importance of planning for change.

The student should understand the implications of rapid obsolescence of hardware/software and the effects of the increasing rate of change.

A   3.2   Using a case study, identify how the following areas would need to be managed:

- acquisition strategy/growth path
- development methodology
- data management
- systems review
- budgetary controls

4   HUMAN RESOURCE MANAGEMENT

C   4.1   Identify the following needs:

- to provide a path for promotion
- to consider the benefits of rotating staff out to user departments if they are potential senior management
- to consider the advantages and/or disadvantages of using outside consultants and/or contractors
- to examine productivity and performance
- to provide continuing education and training
- to consider alternative work styles - eg. telecommuting
- to consider job-related stress

5   DATABASE AND COMMUNICATIONS

C   Identify different approaches to management of:

- databases
- communications

6   EMERGING TECHNOLOGIES

C   Demonstrate an understanding of emerging technologies, for example:

- ISDN (Integrated Systems Data Network)
- MAP (Manufacturing Automation Protocol)
- Value added networks

7   CASE STUDY

P   Using the headings above, identify how the strategy would change if you were managing a Bureau as opposed to managing an IS department within a business.