



BUSINESS SCHOOL
Te Kura Pakihi

INFO 302 Information Systems Strategy and Governance

COURSE OUTLINE

Semester Two, 2023

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Paper Description and Aims

This course explores the way organisations use information systems to drive and sustain business processes, including how structures and policies are used in creating value opportunities and enabling corporate governance. Topics covered include IS concepts, information use in organisation's strategy, ethical consideration for information use, IS organisation governance, cost-benefit trade-offs in implementing IS, IS sourcing strategies, business analytics and knowledge management, and ethical issues related to IS.

Learning Outcomes

Upon successful completion of this paper, you should be able to

1. Explain the key concepts that underpin IS strategies, including the role that information plays in positioning an organisation's strategy, and how organisational strategy is realised.
2. Contribute to developing IS strategy, and persuasively present a business case for an IS-related project.
3. Identify the tenets of IS sourcing strategies and IS organisation governance, and analyse cost-benefit trade-offs in implementing IS.
4. Explain the concepts of business analytics and knowledge management and describe their importance in various contexts.
5. Exhibit critical thinking in considering IS-related ethical issues, and the broader impact of Information Systems on society.

Teaching Staff

Paper Coordinator

Name: Dr. Sander Zwanenburg
Office: Otago Business School, Room 3.31
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Contact him for all inquiries except Sherlock's lectures and his in-class activities. Feel free to approach him after class, by email, or make an appointment by email.

Lecturer

Name: Dr. Sherlock Licorish
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Email: sherlock.licorish@otago.ac.nz



Contact him for enquiries related to his lectures and in-class activities. Feel free to approach him before/after class, by email, or make an appointment by email.

Course Delivery

Please refer to your eVision timetable for the time and location of the lectures and tutorials.

This paper is **taught on-campus**, and is designed as such. Attendance to lectures and tutorials is strongly recommended and expected. A key feature of both tutorials and lectures in this course is **participation**. During some lectures, in-class activities are organised that are part of the assessment. While we attempt to record every lecture's audio and slides, learning from the recordings will not be as effective as learning in class. Students who are unable to come to campus because of the impact of COVID-19 or other extraordinary circumstances are welcomed. We will make special arrangements for them such that they will be offered the same or equivalent learning opportunities and assessment, wherever possible. These arrangements are exceptional and are only provided for students in special circumstances.

Lectures present the key conceptual material through discussion and interaction between teaching staff and students. Lectures are supported by readings. While attendance to lectures is not compulsory and an attempt will be made to record all lectures, we **strongly recommended you to attend**, since learning from recordings will be more difficult.

Tutorials are interactive, collaborative sessions in which students can cement concepts presented at lectures with their peers in a supportive environment. In some tutorials, groups of students present their work on cases, answer questions from the audience, and are evaluated by the audience. Tutorials begin in the **first** week of semester.

Tutorials offer you the opportunity to work in groups on a series of tasks designed to apply the concepts that you have been exposed to in class and from your reading, and to stimulate your interest in the course as it applies to "everyday" issues. **Please prepare for tutorials before going to them.**

Course Calendar The course calendar (in this outline) details scheduling information. Note that this calendar may change as the course proceeds. Any changes will be announced at lectures and be detailed on Blackboard.

Students are expected to prepare for and attend all classes to gain full benefit from the course

These activities should be prepared for by reviewing information detailed on Blackboard and completing any assigned readings. Students unable to attend a lecture are expected to catch up on missed material. Unless stated otherwise, all aspects of the course are examinable.

Expected Workload

Participating in one lecture per week	13 * 2 hours
Participating in one tutorial per week	13 * 1 hour
Studying independently and preparing for the lecture and tutorial per week	13 * 6 hours
Preparing assignments	13 * 4-5 hours
Total workload	Around 180 hours

Course Learning Resources

Textbook

Students are encouraged to use the following book (or earlier editions):

Pearlson, Keri E., Saunders, Carol S., and Galletta, Dennis F. (2016) *Managing and Using Information Systems: A Strategic Approach*, 6th Edition, ISBN: 978-1-119-25521-5 (336 pages)

Find it in the library here:

https://otago.hosted.exlibrisgroup.com/permalink/f/q5v1tf/OTAGO_ALMA21223276920001891

While using this book will aid the achievement of the learning outcomes, it is not strictly necessary to successfully complete the course. Textbook material is not examinable.

Readings

Readings will be released on Blackboard as the Semester progresses. Some of them are mandatory and examinable, others are only suggested readings. No readings will be provided outside of Blackboard.

Blackboard

Blackboard <https://blackboard.otago.ac.nz/> provides you with access to course materials, class notices, discussion boards, etc. Blackboard is used to email the whole class so it is important that you check your student email and *Blackboard* regularly.

Students should log in to Blackboard during the first week of the semester to ensure that they are able to access the site. The login details for Blackboard are the same as those used for logging on to laboratory computers, namely the username, as printed on student ID cards and the chosen password from last year. For students who have not used Blackboard before, the password should have been included with the course approval mailed out. Students experiencing problems can contact the ITS helpdesk, by phoning 479 8888 or emailing the helpdesk at helpdesk@otago.ac.nz.

Lecture notes

Lecture slides will be released on Blackboard before the lecture. Students are expected to make their own notes based on the material presented in the lecture and other course resources. Some lectures may be recorded and made available through Blackboard as an added service.

Email

Your student email may be used as a means of communication. Please ensure you read emails sent to your student email address within a few days, ideally within a few hours.

Assessment overview

All material presented is examinable (except where stated otherwise) by assignments and the final examination. All-important assessment information will be discussed at lectures and, where appropriate, detailed on Blackboard. *Students are responsible for ensuring that they are aware of this information, keeping track of their own progress, and catching up on any missed classes.*

Assessment	% of final grade
<p style="text-align: center;">In-class activities</p> <p>Some of the lectures will involve activities, often with the aim to have you actively implement or apply concepts discussed in class. This normally involves filling out templates during class time. All activities combined will determine 10% of your overall mark.</p>	10
<p style="text-align: center;">Case Seminar</p> <p>In groups of four*, you deliver a case seminar as part of the course assessment. In the seminar, the group delivers a summary and a critical reflection of a case regarding an organisation using Information Technology. Students will be evaluated based on the content of their group's ideas as communicated in the seminar, the delivery of their ideas, and their individual contributions. More details will be communicated in the first lecture.</p> <p>* Given the class-size, and students leaving or joining late, there may be groups of three or five (but never 2 or 6).</p>	10
<p style="text-align: center;">Case Critique</p> <p>Individual students will write their own critique on one case on a strategic issue regarding using IT in organisations. Students are encouraged to formulate their report for these cases concisely in 2-3 pages. In it, students should demonstrate sound reasoning and critical reflection. Deadline for submission is Friday 5pm in week 4 (4 August)</p>	10
<p style="text-align: center;">IT Start-up proposal</p> <p>Towards the end of the semester, in groups of about four, students will act as IT-savvy entrepreneurs, coming up with a well-thought out plan for an IT focused start-up. Students will deliver their work in a presentation and a report.</p>	20
<p style="text-align: center;">Final Exam</p> <p>The final exam will be two hours long, and run by the Examinations Office. It will contain questions from material covered in the lectures, readings, case seminars, and the case critique. More details will be provided later.</p>	50

Course Requirements

There are no Terms Requirements in this paper: The weighted average of your scores on the assessment components will determine your overall mark.

Late Assignments

Late Submissions will not be accepted unless circumstances are evidentially exceptional (e.g. doctor's notice).

Referencing Style and Style Guide

When you include references in any of your written assignments, please follow consistently one of the reference styles referred to on the library:

<http://www.otago.ac.nz/library/quicklinks/citation/index.html>

Quality Assurance

At the Otago Business School we monitor the quality of student learning and your learning experience. Your assessed work may be used for assurance of learning processes, such as evaluating the level of achievement of learning outcomes, with the aim of improving the quality of our programmes. All material used for quality assurance purposes will be treated as confidential and the outcome will not affect your grades.

Assessment of Learning Outcomes

The following allocation of assessment and learning outcomes is tentative.

Learning Outcome	In-class Activities	Case Presentation	Case Critique	IT Start-up proposal	Exam
Explain the key concepts that underpin IS strategies, including the role that information plays in positioning an organisation's strategy, and how organisational strategy is realised.	*	*	*		*
Contribute to developing IS strategy, and persuasively present a business case for an IS-related project.	*	*		*	*
Identify the tenets of IS sourcing strategies and IS organisation governance, and analyse cost-benefit trade-offs in implementing IS.	*			*	*
Explain the concepts of business analytics and knowledge management and describe their importance in various contexts.	*				*
Exhibit critical thinking in considering IS-related ethical issues, and the broader impact of Information Systems on society.	*	*	*	*	*

Grading System

The grading scheme used at Otago is:

A+	90-100	C+	60-64
A	85-89	C	55-59
A-	80-84	C-	50-54
B+	75-79	D	40-49
B	70-74	E	<40
B-	65-69		

Academic Integrity and Academic Misconduct (Plagiarism)

Students should ensure that all submitted work is their own. Plagiarism is a form of academic misconduct (cheating). It is defined as copying or paraphrasing another's work and presenting it as

one's own. Any student found responsible for academic misconduct in any piece of work submitted for assessment shall be subject to the University's dishonest practice regulations, which may result in serious penalties, including forfeiture of marks for the piece of work submitted, a zero grade for the paper, or in extreme cases, exclusion from the University. The University of Otago reserves the right to use plagiarism detection tools.

Students are advised to inform themselves about University policies concerning dishonest practice and take up opportunities to improve their academic and information literacy. If necessary, seek advice from academic staff, or the Student Learning Centre. The guideline for students is available at this link: <http://www.otago.ac.nz/study/academicintegrity/index.html>

Course Calendar

Week in semester	Monday 3-5pm	Topic lecture (Monday)	Thursday 12-1pm	Topic tutorial (Thursday)	Special
1	10-Jul	<i>Introducing the course</i>	13-Jul	Introduction into cases and presentations	
2	17-Jul	<i>Reviewing Goals and Strategies</i>	20-Jul	Case 1	
3	24-Jul	<i>Analysing Businesses and Organisations</i>	27-Jul	Case 2	
4	31-Jul	<i>Redeveloping Business Processes with IS</i>	3-Aug	Case 3	Critique due Friday
5	7-Aug	<i>Redesigning Work with IS</i>	11-Aug	Case 4	Lecture by Sherlock
6	14-Aug	<i>Structuring Organisational IS</i>	18-Aug	Case 5	Lecture by Sherlock
7	21-Aug	<i>Governing IS & Managing IS Projects</i>	25-Aug	Case 6	Lecture by Sherlock
	BREAK				
8	4-Sep	<i>Sourcing IS</i>	8-Sep	Case 7	Lecture by Sherlock
9	11-Sep	<i>Financing and Accounting for IS</i>	15-Sep	Case 8	
10	18-Sep	<i>Leveraging IS data and knowledge</i>	22-Sep	Case 9	
11	25-Sep	Tutorial: Startup presentations	29-Sep	<i>Lecture: Examining individual impact of IS</i>	Tutorial and lecture swapped this week; startup reports due on Friday
12	2-Oct	<i>Examining social impact of IS</i>	6-Oct	TBC	
13	9-Oct	<i>Examining societal impact of IS</i>	13-Oct	Wrap up	

This calendar may change. Please keep monitoring your email for any announcements of changes.

Student Learning Support and Information

Student Charter

<http://www.otago.ac.nz/about/otago0005275.html>

Guidelines for Learning at Otago

<http://hedc.otago.ac.nz/hedc/wp-content/uploads/2012/12/Guidelines-for-Learning.pdf>

<http://hedc.otago.ac.nz/hedc/learning/>

Student Learning Centre

The Student Learning Centre, which is part of the Higher Education Development Centre, provides learning support, free of charge, to ALL enrolled students. Their services include:

- a [workshop programme](#) designed to help students to improve their learning strategies and their generic skills;
- individual assistance with learning issues;
- on-line study skills advice;
- a [student leadership programme](#)
- a student-led [peer support programme](#) for students of all ages and backgrounds.
- conversational English groups for students from a non-English speaking background

The Centre also provides two very helpful study guides, "Guidelines for Writing and Editing" and "Writing University Assignments" and these are available on the SLC website.

<http://slc.otago.ac.nz/>

Library Support

The Library website <http://www.otago.ac.nz/library> provides access to resources and services, including group room bookings, library hours and locations, past exam papers, subject guides, article databases and more.

If you need assistance either check out the self-help guides <http://otago.libguides.com/selfhelp>, or ask Library staff at the ground floor service desks, or email ask.library@otago.ac.nz

Pacific Student Support Facilitators

Malo e lelei

Falaviena (Viena) Faiva works part-time in the Dean's Office at the Otago Business School, Division of Commerce. Viena is of Tongan descent and one of our two Pacific Student Support Facilitators. She is responsible for all second-year Pacific students within the division.

Deans Office, Otago Business School

Division of Commerce

Email: viena.faiva@otago.ac.nz

Cell Phone: 021 279 0914

Bula Vinaka



Jekope Ramala Maiono also works part time in the Dean's Office at the Otago Business School, Division of Commerce.

Maiono is of Fijian descent and our other Pacific Student Support Facilitator. He is responsible for all first-year Pacific students in the division.

Deans Office, Otago Business School
Division of Commerce
Email: jekope.maiono@otago.ac.nz
Cell Phone: 021 279 0871



Kaiāwhina Māori | Māori student support

Ben Sommerville is the Kaiāwhina Māori (Māori student support) for Te Kura Pākihi | Otago Business School. He is able to answer any questions you may have about studying here at the University of Otago. He can provide information about scholarships, campus services, pastoral and financial care. Ben is also here to support those students who are studying away from their whānau, hapū and iwi, to ensure they feel safe and supported. He has a passion for the development of Rangatahi and understands the struggles that can come with academic life.



Tel +64 27 513 6991
Email ben.sommerville@otago.ac.nz

Disability Information and Support

Students are encouraged to seek support if they are having difficulty with their studies due to disability, temporary or permanent impairment, injury or chronic illness. It is important to seek help early, through one of the contacts below:

Website: <http://www.otago.ac.nz/disabilities>

65 Albany St, West Lane, ISB, Student Services
Tel: +64 3 479 8235 Email: disabilities@otago.ac.nz

Student Feedback

We encourage your feedback. This can be in the form of contacting staff, participating in course evaluation surveys and communicating with class representatives. Continual improvements will be made to this course based in part on student feedback. Recent changes to this course as a result of constructive feedback include improvements to the mapping of cases with lectures, reducing the student's workload, improvements to assessment transparency and to the timing of the release of assignment material.

Class Representatives

The class (or student) representative system is an avenue for encouraging communication and consultation between staff and students. It provides you with a vehicle for communicating your views on the teaching and delivery of the paper and provides staff with an opportunity to communicate information and gain constructive feedback from students. It contributes to the development of a

sense of community within a department and it adds a further dimension to the range of support services offered to students.

Volunteers for the role of class representatives will be called early in the semester. The OUSA invites all class representatives to a training session, conducted by OUSA, about what it means to be a class representative and some of the possible procedures for dealing with issues that arise. They also provide information on the services that OUSA offers and the role OUSA can play in solving problems that may occur. The OUSA provides support to class representatives during the semester. Departmental staff will also meet with class representatives during the semester to discuss general issues or matters they wish to have considered.

Your class representative's name and contact details will be posted on Blackboard early in the semester.

Concerns about the Course

We hope you will feel comfortable coming to talk to us if you have a concern about the course. The Course Co-ordinator will be happy to discuss any concerns you may have. Alternatively, you can report your concerns to the Class Representative who will follow up with departmental staff. If, after making approaches via these channels, you do not feel that your concerns have been addressed, there are University channels that may aid resolution. For further advice or more information on these, contact the departmental administrator or head of department.

Disclaimer

While every effort is made to ensure that the information contained in this document is accurate, it is subject to change. Changes will be notified in class and via Blackboard. Students are encouraged to check Blackboard regularly. It is the student's responsibility to be informed.