

MODULE SPECIFICATION (UNDERGRADUATE)

Status Approved

DATE OF VALIDATION	
Date of most recent modification (faculty/ADQU use only)	17-JUN-20
Current version number (AQDU use only)	3
1.MODULE CODE	2.MODULE TITLE
CIS3150	IT MANAGEMENT
3.LEVEL	4. CREDIT RATING
6	20
5. NOTIONAL LEARNING HOURS	6. PLANNING UNIT
200	Computer Science
7. ADMINISTRATIVE BASE (FACULTY)	8. MODULE LEADER(S)
Faculty of Arts & Sciences	Shirley Hunter-Barnett & Mark Liptrott
9. OTHER STAFF CONTRIBUTING TO DELIVERY	
10. MODULE SUBJECT AREA	10b. MODULE SUBJECT AREA
I200 - Information systems	-
11. MODULE KEYWORDS/PHRASES	
Business Continuity - Systems Acquisition Disaster Recovery	
12. MODULE PRE- OR CO-REQUISITES, FORBIDDEN COMBINATIONS OR OTHER RESTRICTIONS	
<p>Knowledge and skills required to undertake the module: Students must have an awareness of the software development life-cycle and the factors that contribute to orchestrating organisational change.</p>	
13. BRIEF DESCRIPTION OF THE MODULE	
<p>This module develops an understanding and the knowledge to underpin the acquisition and ongoing management of systems and services within an organisation. Additionally the module seeks to provide an awareness of the need for a tactical and operational view of IT systems and services of internal and external stakeholders. This view would encompass the selection, implementation, third party relationships, and the legal and security necessities.</p>	
14. RATIONALE	
<p>The module aims to provide the student with:</p> <ul style="list-style-type: none"> - An understanding of the issues involved in the management of technology services from the tactical and operational perspectives - The knowledge to manage the pre and post systems acquisition process requirements - An appreciation of organisation and user support requirements - An awareness of the security and compliance needs of the modern business organisation 	
15. INDICATIVE CONTENT	
<p>Managing business continuity in centralised, decentralised, and distributed organisations. Facilitating change through business process management. Changes in working practice through IT. Help Desk Management and user support. Systems and services acquisition. Outsourcing, off-shoring, and in-sourcing. The tender process: managing 3rd party relationships, internal and external service level agreements. Systems implementation, tactics, and training.</p>	

Quality management.
Security, auditing, and compliance, the physical and technical aspects.

16. INTENDED LEARNING OUTCOMES (ILOs)

By the end of this module, students will be able to:

1	Assess, whilst demonstrating business awareness, the tactical and operational issues faced by organisations relating to the short and medium term technical support requirements
2	Recommend a suitable approach to meeting the differing needs of both centralised and distributed users, using business awareness and applying a consultative approach to define problems and provide suitable creative options as solutions.
3	Evaluate and outline the specification relating to the business requirements and the cost affected acquisition of suitable methods / tools.
4	Critically analyse the security and compliance issues relating to the use of technology in a global business environment, identifying and defining the problems and options.

17. LEARNING AND TEACHING

a) Scheduled learning and teaching activities

Type of pedagogical Activity	Description	Hours
Lecture	Students are expected to attend all lectures	12
Seminar	2 hours per week	24
Tutorial	The session will allow focused tutoring to individual and/or small groups of students regarding the topics / subject matter contained within the module.	12

b) External visits and work-based learning

Type of pedagogical Activity	Description	Hours

c) Online teaching (asynchronous)

Type of pedagogical Activity	Description	Hours

d) Guided Independent Study

Additional Information	Hours
Students are typically expected to complete	152

17d. Overall Approaches for Teaching, Learning & Assessment

Teaching and learning methods will include a significant element of student involvement through plenary and group discussion of issues, which link reading with case studies and experience. Students will be expected to regularly undertake pre-class reading as part of their own learning, making professional use of resources and others as necessary.

17e. TECHNOLOGY ENHANCED LEARNING (TEL)

All module resources are help on the VLE including all lectures, assessments, additional reading materials and seminar handouts. The VLE also has a full module schedule.

18. FORMATIVE ASSESSMENT

This will take the form of written , verbal and when appropriate recorded feedback which is designed to encourage and motivate student participation throughout the module. Students will be encouraged to conduct research and submit a draft of their coursework for feedback prior to the final submission. This is designed to promote a deeper understanding of the assessment criteria and gives the students an opportunity to view other approaches to the given topic. Students will also participate in one-to-one and group discussions and presentations, which play a formative role in their work during the module. There will be staged reviews of the summative coursework throughout the module with feedforward given to help guide and advise.

19. SUMMATIVE ASSESSMENT						
a) Written Examinations						
Assessment Code	Description	Volume	Weighting	Learning Outcomes	Final Assessment	Pass / Fail
Overall Percentage of assessment by Written Examination						
b) Practical						
Assessment Code	Description	Volume	Weighting	Learning Outcomes	Final Assessment	Pass / Fail
Overall Percentage of assessment by Practical						
c) Coursework						
Assessment Code	Assessment Type	Description	Volume	Weighting	Learning Outcomes	Final Assessment / Pass
CW1	R	Individual Report	approximately 3500 words or equivalent	100	1, 2, 3, 4	Y
Overall Percentage of assessment by Coursework						100

Additional Assessment Information						
<p>The assessment method is designed to be valid, reliable and consistent. In particular individual report is designed to set authentic opportunities for students to demonstrate the knowledge in relation to the learning outcomes and beyond. Thus the module is seeking to develop and to provide a vehicle through which students can learn.</p> <p>Students will demonstrate their ability to look deeper and consider a wider spread of options when examining a business situation and the resultant requirements. Overall the individual report will require them to adopt a balanced approach with the focus on the students' demonstration of research and analysis in relation to theory and practice. Enabling this knowledge to be applied to a practical situation. The students will be expected to adopt a professional approach to the research and given task. Completing it in a concise and justified manner. The report should demonstrate critical reasoning, and analysis and synthesis of material to produce a coherent document</p>						

20. KEY TEXTS						
<p>Chaffey,D. Bocji,P. Greasley,A. & Hickie,S. (2008) Business Information Systems:Technology, Development and Management in the E-business, FT Prentice Hall.</p>						

21. OTHER LEARNING RESOURCES						
<p>BCS (2012) Cloud Computing : Moving IT out of the Office. BCS The Chartered Institute for IT. (Edge Hill Library E-Book)</p> <p>Cameron, E & Green, M (2012) Making sense of Change Management: A Complete Guide to the Models, Tools and Techniques of Organizational Change. (Edge Hill Library E-Book)</p> <p>Hughes, B et al. (2012) Project Management for IT Related Projects. The British Computer Society.</p> <p>Knapp, D (2010) The ITSM process design guide: Developing, re-engineering and improving IT service management. (Edge Hill Library EBook)</p> <p>Ottenheimer, D & Wallace, M (2012) Securing the Virtual Environment : How to Defend the Enterprise Against Attack. Wiley. (Edge Hill Library E-Book)</p> <p>Roberts, D (2011) Unleashing the Power of IT : Bringing People, Business, and Technology Together. Wiley. (Edge Hill Library EBook)</p> <p>Taborda, L J (2012) Enterprise Release Management : Agile Delivery of a Strategic Change Portfolio. Artech House, USA. (Edge Hill Library EBook)</p> <p>Thompson, J & Martin, F (2010) Strategic Management: Awareness and Change. South Western, Cengage Learning</p> <p>Journals: Journal of High Technology Management Research - Science Direct (Edge Hill Library E-Journal) Journal of Technology Management and Innovation - EBSCO (Edge Hill Library E-Journal)</p>						

HECOS Codes	
HECOS	Description