



UNIVERSITY
OF TASMANIA

School of Information Systems

Faculty of Business

BSA623 Information Management

(Hobart and Launceston)

Semester 2/2007

Unit Outline

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CRICOS Provider Code: 00586B

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Unit summary

Unit code	BSA203
Unit title	Information management
Unit description	<p>This unit provides a foundation to the varied practices and technologies associated with the effective management of information as a corporate asset in modern organisations.</p> <p>It is designed as a core unit for all second year students so that they may gain an understanding of effective information management and may progress to the third year unit BSA303 Management of Information Systems.</p>
Special notes	none
Teaching staff	Dr. Douglas Newlands (Hobart), Mr. Matthew Springer (Launceston)
Campus & mode	Hobart & Launceston: flexible delivery
Unit weight	12.5%
Teaching pattern	Reading specification and a two hour workshop every week.
Pre and Corequisites	BSA102 Information Modelling and Infrastructures
Mutual exclusions	None
Assessment	Two assignments and one final exam
Required texts, etc	There is currently no prescribed textbook. However, students are required to refer to the online reading resources that can be accessed via the internet or, if those become unavailable or inaccessible, via Vista.
Recommended reading	There is no specified text but the specified reading offers many opportunities for extended reading in interesting areas.

Further Learning resources	Supplementary materials will be posted on the unit website or provided during workshops.
Technical requirements	None
Software requirements	All required software is installed in the allocated lab (INFOSYS 214 in Hobart and D130 in Launceston) for the unit.
Access to information technology	<p>Hobart, IS PC Labs, Information Systems Building Students will have access to the computer laboratories during the academic year. Proximity cards have to be used to gain access to laboratories.</p> <p>Launceston D130, First Floor, Building D D130 is the main School of Information Systems computer lab. Access is only available during the normal building open hours. Outside normal hours students should use the IT Services lab D004.</p> <p>Notes: Login codes are printed on the student's Statement of Fees and Enrolment. Use of these login codes is based on the assumption that each student has read and agreed to abide by the Ethics Agreement form.</p>
Courses	C3C, C3S, C3L, R3M, C3X, L3K, F3R, N3H, C6P, C3Z, G3B, G3C, R3K
Faculty web site	www.utas.edu.au/business/

Aim

The unit introduces the basic theory, modern business practices and technologies utilised in organisations to facilitate the effective management of information, ensuring that information is recognised as an essential corporate resource. It includes an introduction to the theories of information, information resource management, approaches to ensuring data quality, roles of information managers and data administrators, electronic document management systems; data warehousing, archiving and legal issues, management of intranets and extranets and knowledge management.

Learning Outcomes and Evidences

On completion of this unit, you should be able to:

1. Appreciate the importance of good information management practice within organisations, and the outcomes that it can deliver.
2. Understand the roles of information managers and the strategic role that both information and information management can play in the development of an organisation.
3. Understand the practice of information management, including an introduction to information resource management, electronic document management and knowledge management.

Upon successful completion of this unit a student should have attained:

1. A detailed knowledge of the importance of good information management practice within organisations, and the outcomes that it can deliver

HD Demonstrate a deep and complete understanding of the benefits arising from good information practices in an organisation.

DN Demonstrate an extended understanding of the benefits arising from good information practices in an organisation.

CR Demonstrate a good understanding of the benefits arising from good information practices in an organisation.

PP Demonstrate a basic understanding of the benefits arising from good information practices in an organisation.

2. A detailed knowledge of the roles of information managers and the strategic role that both information and information management can play in the development of an organisation

- HD Demonstrate a deep and complete understanding of the skills and strategies employed by an information manager and demonstrates a level of creativity and an attention to detail in seeking out optimal solutions to information management problems.
 - DN Demonstrate high-order skills and strategies employed by an information manager inspiring confidence in the ability to select appropriate solutions for any given problem situation.
 - CR Demonstrates an ability to carry out the more challenging aspects of information management.
 - PP Demonstrate a basic understanding of the techniques of information management.
3. A detailed knowledge of the practice of information management, including an introduction to information resource management, electronic document management and knowledge management
- HD Demonstrate a deep and complete understanding of the technologies and techniques of information management.
 - DN Demonstrate an extended understanding of the technologies and techniques of information management..
 - CR Demonstrate a good understanding of the technologies and techniques of information management.
 - PP Demonstrate a basic understanding of the technologies and techniques of information management.

Generic Graduate Attributes

Successful completion of the unit will contribute to the development of the following aspects of the Generic Graduate Attributes, as identified by the University. The example in brackets will indicate where in the Unit the attribute is developed and/or assessed.

1. Graduates will have an in-depth knowledge in their chosen field of study and the ability to apply that knowledge in practice. They will be prepared for life-long learning in pursuit of personal and professional development.
 - a. Apply appropriate technical and informational skills (internal assessments, case study analysis);
 - b. Use a wide range of academic skills, including analysis and synthesis (internal assessment);

- c. Identify, evaluate and implement personal learning strategies (preparation for tutorial and workshop activities);
 - d. Learn both independently and cooperatively (workshop sessions);
 - e. Learn new skills and apply learning to new situation (case studies);
2. Graduates will be able to communicate effectively across a range of contexts.
- a. Demonstrate oral and written communication (internal assessments);
 - b. Present well-reasoned arguments (reports and examination);
 - c. Access, organise and present information, particularly through technology-based activity (most assessment activities);
 - d. Listen to and evaluate the views of others (tutorials and workshops).
3. Graduates will be effective problem-solvers, capable of applying logical, critical and creative thinking to a range of problems. They will have developed competencies in information literacy
- a. Identify critical issues in information management (most sessions);
 - b. Conceptualise problems and formulate a range of solutions (case studies);
 - c. Work effectively with others (internal assessments and workshop activities);
 - d. Find, acquire, evaluate, manage and use relevant information in a range of media (most assessment activities, readings).
4. Graduates will be able to demonstrate a global perspective and inter-cultural competence in their professional lives
- a. Demonstrate an awareness of the local and global context in information management (discussions on issues related to enterprise information resource management).
5. Graduates will act ethically, with integrity and social responsibility
- a. Acknowledge the social and ethical implications of their actions (in referencing in some assessment tasks);
 - b. Appreciate the impact of social change.

Prior knowledge &/or skills

Students are assumed to have acquired the basic technical skills as taught in the introductory Business Information Systems unit BSA101 and to have knowledge and understanding of the basics of building and implementing database systems.

Details of Teaching Arrangements

Workshops

- for weeks 2-7, 9, 11-13: one 2 hour workshop (choice of two).
- The workload is expected to be 2 hours in the workshop and 6 hours self-directed study per week.
- All students are expected to attend workshops for 10 weeks. Participation and active contribution of all students in workshops will be monitored.

Occupational health and safety (OH&S)

The University is committed to providing a safe and secure teaching and learning environment. In addition to specific requirements of this unit you should refer to the University's policy at:

http://www.admin.utas.edu.au/hr/ohs/pol_proc/ohs.pdf

Reading Schedule

See Reading_Specification on Vista.

Workshop Schedule

Weeks	Time	Topic	Comments
14 (1)	16/07 – 20/07	No workshop this week	
15 (2)	23/07 – 27/07	Wkshp1: Value of data and information	
16 (3)	30/07 – 03/08	Wkshp2: Understanding information sources	

17 (4)	06/08 – 10/08	Wkshp3: Improving the quality of information	
18 (5)	13/08 – 17/08	Wkshp4: Monsanto Case Study	
19 (6)	20/08 – 24/08	Wkshp5 : Data Warehousing and KM	
20 (7)	27/08 – 31/09	Wkshp6: to be updated	Assignment One due: Sunday midnight, 26 August, 2007
Semester Break			
21 (8)	10/09 – 14/09	No workshop this week	
22 (9)	17/09 – 21/09	Wkshp7 : Knowledge Management and EDMS	
23 (10)	24/09 – 28/09	No workshop this week	Assignment 2 due: Sunday midnight, 30 September, 2007
24 (11)	01/10 – 05/10	Wkshp8: to be updated	
25 (12)	08/10 – 12/10	Wkshp9: to be updated	
26 (13)	15/10 – 19/10	Wkshp10: Media Lifetimes	

Learning Expectations

The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

The University's Code of Conduct for Teaching and Learning states:

Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.

It is expected that students will familiarise themselves with access and use of the WebCT/Vista system operated by the University for the electronic delivery of course materials, and for various forms of communication.

It is expected that students will consult email sent to their University email address at least twice a week for notices relating to the administration of the unit, and for notification of the results of assignments.

It is expected that students will read the background material specified in the course curriculum, will actively attend and participate in tutorials, and be prepared to discuss relevant issues arising with tutors, lecturers and fellow students.

Student Expectations of the Unit

Students enrolled in this Unit may reasonably expect the following:

1. To have all appropriate course material available electronically (on a week-by-week basis) via the University WebCT or Vista systems.
2. To be able to contact a lecturer or tutor by electronic mail, to raise issues arising in the unit, either relating to content or student performance within the unit.
3. Subject to availability, to be able to discuss such issues in person with the lecturer or tutor.
4. That assignments will be marked and the marks will be returned with 3 weeks of due dates.
5. That all relevant notices regarding the administration of the unit, including any necessary changes, will be communicated to all students enrolled in the unit via email.

These expectations are in addition to those specified in relevant University regulations.

Learning strategies

If you need assistance in preparing for study please refer to your tutor or lecturer. For additional information refer to the Learning Development website : <http://www.utas.edu.au/learndev/>

If you will be using WebCT/Vista for the first time and would like some information on how to use WebCT/Vista refer to the following guide: http://www.utas.edu.au/coursesonline/docs/using_webct.pdf

Some of the units you will study use videoconferencing to deliver lectures and tutorials. To enable you to get the best out of a videoconference please refer to the following guide.
<http://www.its.utas.edu.au/videoconf/vcstudentguide.pdf>

Specific attendance/performance requirements

Participation and the active contribution of all students in their allocated workshop will be monitored for assessment purposes (see section on Assessment details).

Assessment Details

Component	Weight/Value	Due date
Assignment 1	30%	Monday 9am, 27 th August, 2007
Assignment 2	30%	Monday 9am, 1 st October, 2007
Final exam	40%	TBA

How your final result is determined

In order to pass a unit, the School of Information Systems expects that students:

- Achieve a total of at least 45% in the continuing assessment of the unit; and
- Achieve a total of at least 45% in the examination component of the unit; and
- Achieve a total mark of at least 50% in the total assessment of the unit.

Note: In exceptional circumstances, the School reserves the right to adjust the above assessment rule.

Submission of assignments

Students must submit assignments for the unit by the specified dates and times (if given), unless prior approval has been granted via an assignment extension form, at least 24 hours before the assignment is due to be submitted.

Every assessment task has a due date and method of submission. These due dates and methods of submission must be adhered to.

For each piece of assessment, there will be only one method of submission. For BSA203 all assignments are to be submitted via WebCT/Vista. No email submissions will be accepted. Students are to name their files in the following manner: <username>_Assignment<Number>. For example: bloggsj_Assignment1.

Notes:

Students must take responsibility for the correct submission of their assignments. Students are expected to adhere to the following procedure for submission:

- Once submitted to WebCT/Vista, submitted files MUST be checked by the student to ensure that correct submission of the file has been undertaken.
- Students are expected to notify the Lecturer WITHIN TWO HOURS of submission if their files have not been submitted correctly.
- Students must take responsibility for safely backing up of their own files during the academic year to ensure that no files are permanently lost.

Requests for extensions

Extensions will be given only under the following conditions:

- Non-regular employment related issues: Arrangements for an extension must be made with the lecturer prior to the assignment due date. Documentation from your employer is required.
- Illness: A medical certificate must be presented to the lecturer either prior to the due date or as soon as possible after the due date.

The lecturer of the unit will address any extraordinary extension falling outside of these criteria.

All extensions must be applied for on the appropriate form, which is available at http://www.infosys.utas.edu.au/students/forms/asst_extension.pdf. Verbal extensions will not be accepted.

Students should not assume that all extension applications will be granted. Students must have received confirmation of the extension by the Lecturer in order for an extension to be granted.

Any extension granted will have a new submission due date and time.

Assignments that are not submitted by the due date and time will incur the following penalties:

Penalties

10% (of mark achieved) per day or part thereof (excluding extensions) for late submissions.

Review of assessment and appeals

1. It is expected that students will adhere to the following policy for review of any piece of **continuous assessment**.
 - a) Within 5 days of the release of the assessment result, the student should request an appointment with the Lecturer. **The student should be prepared to discuss specifically which section of the marking criteria they are disputing and why they consider the mark is inappropriate.**
 - b) Following this discussion, students may request a formal remark of the original submission (in accordance with Rule of Academic Assessment 111, clause 22.1). This remark will be undertaken, where practicable, by an alternative assessor.
2. Students under Rule of Academic Assessment 111, clause 23 may also request a review of the **final result** in a unit. The request and payment must be made within 10 days from the date of the result notification. Students are referred to:
<http://www.admin.utas.edu.au/HANDBOOKS/UTASHANDBOOKS/RULES/RULE111.html> and
http://www.admin.utas.edu.au/ac_serv/flowchart_review_assesment.pdf

Complaints procedure

It is expected that students will adhere to the following policy for making any complaint or grievance directly related to a unit:

- a) In the first instance, students are to approach the Lecturer or Unit Coordinator concerned and arrange a time to speak with them about their concern.
- b) If an issue remains unresolved, the student should approach the Head of School and arrange a time to speak with them about their concern.

If the School's internal policy of complaints is unable to resolve an issue, students should consult Ordinance 8 Student Complaints for further direction.

Appendix 1: Assessment Details

Assessment Task 1 – Group assignment (30%)

Task description	Students working in groups will be required to investigate the information needs of an organization, evaluate existing information management resources and provide recommendations for better information management. The deliverable is a management report. Full specifications of the assignment will be provided in the second week of the semester.
Task length	A report of approximately 4000 words in length.
Links to unit's learning outcomes	Learning outcomes specific to the unit: 1, 2, 3. Generic graduate attributes: 1, 2, 3.
Assessment criteria / guidelines	HD A professionally presented report with a deep and thorough knowledge of the area under assessment. DN A well presented report with an extended understanding of the area under assessment CR A well presented report with a good and practical understanding of the area under assessment PP A report that provides descriptions showing basic understanding of the area under assessment. NN Inability to demonstrate a basic understanding of the of the area under assessment.
Due Date	Monday 9am, 27th August 2007.

Assessment Task 2 – Individual assignment (30%)

Task description	An individual assignment based on a case study. Full specifications of the assignment will be provided in the 6 th week of the semester.
Task length	A report of approximately 2000 words in length.
Links to unit's learning outcomes	Learning outcomes specific to the unit: 1, 2, 3. Generic graduate attributes: 1, 2, 3.
Assessment criteria / guidelines	HD A professionally presented report with a deep and thorough knowledge of the area under assessment. DN A well presented report with an extended understanding of the area under assessment CR A well presented report with a good and practical understanding of the area under assessment PP A report that provides descriptions showing basic understanding of the area under assessment. NN Inability to demonstrate a basic understanding of the area under assessment.
Due Date	Monday 9am, 1st October, 2007.

Assessment Task 3 - Final Exam (40%)

Description / conditions	2 hour exam, closed book with a single A4 summary sheet.
Date	The final exam is conducted by the University Registrar in the formal examination period. See the <i>Current Students</i> homepage on the University's website.

Appendix 2 - What is Academic Integrity?

Academic integrity is about mastering the art of scholarship. Scholarship involves researching, understanding and building upon the work of others and requires that you give credit where it is due and acknowledge the contributions of others to your own intellectual efforts.

At its core, academic integrity requires honesty. This involves being responsible for ethical scholarship and for knowing what academic dishonesty is and how to avoid it.

Commonly used terms

Attribution: the ascribing of a work or an idea to a particular author or artist.

Citation: the act of directly quoting or giving intellectual credit to another person's work or ideas.

Collusion: "any form of joint effort, between students, or between students and other persons, intended to deceive an assessor as to who was actually responsible for producing the material submitted for assessment". (University of Western Sydney 2000).

Common Knowledge: can be defined as facts known by a large number of people. These "facts" do not have to be cited.

Group work: can be described as "a formally established project to be conducted by a number of students in common, resulting in a single piece of assessment or a number of associated pieces of assessment". (Newcastle University 2002).

Legitimate collaboration: Newcastle University describes legitimate collaboration as "any constructive educational and intellectual practice that aims to facilitate optimal learning outcomes through interaction between students".

Paraphrasing:

1. A restatement of a text or passage in another form or other words, often to clarify meaning.
2. The restatement of texts in other words as a studying or teaching device.

Plagiarism: the stealing or passing off as one's own (the idea or words of another); use (a created production) without crediting the source; to commit literary theft; present as new and original an idea or product derived from an existing source (*Webster's Third New International Dictionary of the English Language*, Unabridged, p. 1728).

Quoting: to place an excerpt from a source word for word into one's paper. The source must be cited, giving credit to the original author.

Summarising: to put someone else's concept or main ideas into one's own words.

Appendix 3 - Common forms of Academic Dishonesty

- Cheating in an exam either by copying from other students or using unauthorised notes or other aids.
- Submitting, as your own, an assignment that another person has completed.
- Downloading information, text, computer code, artwork, graphics or other material from the Internet and presenting it as your own without acknowledgment.
- Quoting or paraphrasing material from a source without acknowledgment.
- Preparing a correctly cited and referenced assignment from individual research and then handing part or all of that work in twice for separate subjects/marks.
- Copying from other members while working in a group.
- Contributing less, little or nothing to a group assignment and then claiming an equal share of the marks.
-

From: James R, McInnis, C and Devlin, M (2002)
Assessing Learning in Australian Universities
Centre for the Study of Higher Education - University of Melbourne
Viewed 29 December 2002
<<http://www.cshe.unimelb.edu.au/assessinglearning/03/plagMain.html>>

Using words, ideas, computer code, or any work by someone else without giving proper credit is academic dishonesty. Academic dishonesty is often referred to as plagiarism or cheating.



When you use information from a source, you must cite it.

Appendix 4 - How to achieve and maintain Academic Integrity

Utilise the right sources

In order to articulate your ideas, defend your own argument and refute counter-arguments, you will need to identify the most appropriate sources of material to help you. In order to identify the most appropriate material you will need to evaluate your research results.

Start writing

The next step in the process is to document the validity of your position, and crediting those whose work you have used to establish your position. To do this you will need to apply the appropriate referencing style for your discipline to your work. If you are not sure what style you should be using check with your tutor or your unit outline. The University also provides a list of preferred text referencing system for undergraduate students at http://www.utas.edu.au/staff/tl/policies/School_referencing_system_table.htm

When you begin writing your assignment/project report you must give credit to the sources for the ideas you are using. There are standard ways to properly integrate sources into your assignment. They include:

- *Direct quotes* – This is when you place an excerpt from your source word for word into your paper. The source must be cited, giving credit to the original author.
- *Paraphrasing* – This means to restate a passage from your source in your own words. The source and author of the passage you paraphrase must be cited.
- *Summarising* – When you summarise the key concept or main idea from someone else's work in your own words, you must give credit for summarised ideas to the original source.

More information on writing skills

Developing your own writing style is an important part of good scholarship. For information and assistance on essay writing go to the Learning Development website at <http://www.utas.edu.au/learndev/essays.html>



Remember that when you use a direct quote, paraphrase or summarise to not only provide the in-text reference but also provide a full reference in your reference list.

Appendix 5 - What happens if I don't maintain Academic Integrity?

While studying at University you are expected to submit work that is your own. This does not mean that you can't use other people's ideas to support your own or to enhance your argument. What it does mean is that you are required by the University to acknowledge the source of those ideas as in text references in your assignments and the setting out of a list of references or a bibliography at the end of your assignment, acknowledging all sources utilised.

The academic tradition, on which Australian universities are founded, expects that all scholarly efforts undertaken be done so in keeping with the rules of attribution. This means that all material that is submitted or presented for assessment that contains work other than your own, must be attributed to its source.

Failure to do so constitutes academic dishonesty (plagiarism). It is important that students understand how to correctly refer to the work of others and maintain academic integrity.

Ordinance 58: Student Discipline outlines the process for initiating formal discipline procedures for academic/general misconduct matters.

<http://www.utas.edu.au/universitycouncil/legislation/ord58.pdf>

You should also refer to any policies and procedures specific to your Faculty/School.

It is important that you understand the *Statement on Plagiarism* above. Should you require clarification please see your unit coordinator or lecturer. Useful resources on academic integrity, including what it is and how to maintain it, are also available at:

<http://www.utas.edu.au/tl/supporting/academicintegrity/students.html>

Further Information and Assistance

If you are experiencing difficulties with your studies or assignments, have personal or life planning issues, disability or illness which may affect your course of study, you are advised to raise these with your lecturer in the first instance. There is a range of University-wide support services available to you including Student Services, International Services and Learning Development. Please refer to the *Current Students* homepage at: <http://www.utas.edu.au/students/>

Should you require assistance in accessing the Library visit their website for more information at <http://www.utas.edu.au/library/>

Help Resolving Unit Concerns

In the first instance you should contact your lecturer. If the matter is still unresolved and you would like to know who to contact or the process and procedures for resolving your concerns, you can initially refer to the following website: http://www.admin.utas.edu.au/ac_serv/complaints_info.html

The Hobart based Tasmanian University Union (TUU) or the Launceston/Burnie based Student Association (SA) may also be able to assist.