Course Outline

Title: IT MANAGEMENT

Code: ITECH3210

Formerly: CP785

Faculty / Portfolio: Faculty of Science

Program Level:

	AQF Level of Program					
	5	**6**	**7**	**8**	**9**	**10**
Level						
Introductory						
Intermediate						
Advanced			✔			

Pre-requisites: (At least 8 computing courses)

Co-requisites: Nil

Exclusions: (CP785 and CP873 and ITECH6210 and ITECH7600)

Progress Units: 15

ASCED Code: 029999

Learning Outcomes:

Knowledge:

K1. demonstrate the concepts of procurement, outsourcing and tendering in an IT environment;

K2. examine the organisational change which involves IT;

K3. demonstrate and implement basic metric reporting, including financial and budgeting techniques;

K4. recognise the principles of knowledge management;

Skills:

S1. design, plan and write various IT strategies to maintain IT resources;

S2. develop and provide recommendations for IT staff development;

S3. Identify the differences in service focus and IT focus;

Application of knowledge and skills:

A1. design, plan and write various IT strategies to maintain IT resources.

Values and Graduate Attributes:

Values:

V1. identify the importance of information technology for organizations and their managers;

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> **V2.** recognise an understanding of current relevant legislation, standards and frameworks;
> **V3.** appreciate the management issues surrounding new and emerging technologies.

Graduate Attributes:

Attribute	Brief Description	Focus
Continuous Learning	In a blended learning approach facilitated by the use of contemporary industry based case studies requiring planning, development and application of information technology management approaches students will continue to develop their knowledge and skills.	High
Self Reliance	Students will participate in a self-directed and collaborative learning environment to develop their theoretical and technical expertise in a range of information technology management scenarios.	High
Engaged Citizenship	Students will engage with the information technology management community to develop an understanding of contemporary information technology challenges.	Medium
Social Responsibility	Students will apply ethical practices to make decisions and produce quality outcomes in a range of information technology management situations.	Medium

Content:

This course is directly concerned with the management issues surrounding information and telecommunications systems. It presents the ingredients of management knowledge necessary for success in the management of information technology. This course views information technology from the perspective of management at several levels, from the Chief Information Officer (CIO) to the baseline employee. It provides frameworks and management principles that current or aspiring managers can employ to cope with the challenges inherent in the implementation and maintenance of rapidly advancing technology.

Furthermore, it presents fundamental knowledge essential to managing information technology successfully within various sized organizations. It considers strategic and operational issues, the significance of rapidly advancing technology, and human and organizational issues related to technology introduction and use. The course also describes management systems and models of successful behaviour that capitalize on opportunities and avoid the numerous potential pitfalls.

Topics may include:

- IT management and information systems.
- IT strategy and planning.
- Alignment of IT with business objectives.
- Organizational governance, legislation, policy and procedures.
- Customer focus, service focus and IT focus.
- IT as part of a change program.
- IT Staff development and management.
- Management of end user computing.

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- Metrics for measuring and reporting IT performance.
- Financial planning and budgets.
- Knowledge management.
- Procurement, tendering and outsourcing.
- New and emerging technologies.

Assessment:

This course involves lectures, tutorials, small groups and self-directed learning. Lectures will introduce students to the topics and resources, but students will be expected to explore the issues through their own reading and to share their knowledge and ideas through research, presentations and participation in class discussion.

Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K1, K2, S1, S2, S3	Class activities, lectures, self-directed or group exploration	Exercises/Assignments/Presentations	30 - 50%
K1, K3, K4, S1, S2, A1	Review and practice of skills and knowledge	Tests/Examination(s)	50 - 70%

Adopted Reference Style:

APA

Presentation of Academic Work:

https://federation.edu.au/students/assistance-support-and-services/academic-support/general-guide-for-the-presentation-of-academic-work