



Australian School of Business

**Information Systems, Technology and
Management**

Never Stand Still

Australian School of Business

**INFS5733
INFORMATION TECHNOLOGY QUALITY
& PROJECT MANAGEMENT**

**INFS5848
INFORMATION SYSTEMS PROJECT
MANAGEMENT**

**Course Outline
Semester 1, 2012**

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PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS

Position	Name	Email	Room	Phone
Lecturer-in-charge	A/Prof. Kieran Conboy	k.conboy@unsw.edu.au	Quad Building, Room 2097	9385 6924

The best way to contact your lecturer or tutor is via email or during their consultation times. Please note that only your UNSW email account will be used for formal notices and correspondence regarding the course.

Kieran's consultation times are Mondays 2-3. You can also arrange an appointment via email.

2 COURSE DETAILS

2.1 Teaching Times and Locations

The lecture is held on Wednesdays 6-9 pm each week from Week 1 to Week 12 in ASB Building, Room 119.

2.2 Units of Credit

The course is worth 6 units of credit.

INFS5848 and INFS5733 are taught in parallel and share all aspects of the course.

2.3 Summary of Course

INFS5848 / INFS5733 provide you with a comprehensive introduction to project management in an information technology / information systems context. It will explain the need for project management and the issues associated with managing projects in the IS/IT context. It will explain the key phases of the project management cycle and describe the various tools and methods used in each of those phases. The course will consider both theoretical and practical perspectives and equip you with the necessary skills to be able to better manage or participate in projects. The course is built around the Project Management Body of Knowledge (PMBok) from the Project Management Institute. However there is a very strong emphasis on critical analysis of the PMBOK and on emerging, topical issues in IS project management.

2.4 Course Aims and Relationship to Other Courses

INFS5848 / INFS5733 aims to equip you with both theory and practical skills in the management of software development and information systems implementation projects. These skills will also be of considerable benefit in completing later year courses and later in your career.

The course also aims to further your development as a scholar and future business professional. The course will refine your communication skills and group-work skills, improve your time management and assist in your research skills.

The course assumes no prior experience in project management, but does assume that you are familiar with the systems development lifecycle and have a good

understanding of the processes involved in the development of information systems. INFS1602 (or equivalent) is the only prerequisite for this course.

2.5 Student Learning Outcomes

After studying this course you will be able to:

1. Explain what is involved in good project management practices and ethical project management practices;
2. Explain the role of project management software, methodologies, standards, project management professional bodies and professional ethics in the management of IS/IT projects;
3. Assess the performance of a project and make recommendations accordingly;
4. Understand the challenges and problems associated with traditional project management techniques
5. Explain new emerging and contemporary issues in the IS project management landscape.

ASB Graduate Attributes

This course contributes to your development of the following Australian School of Business Graduate Attributes, which are the qualities, skills and understandings we want you to have by the completion of your degree:

The learning outcomes of this course correspond to the Australian School of Business Graduate Attributes as per the following table:

Learning Outcomes	ASB Graduate Attributes
3, 5	1. Critical thinking and problem solving
6	2. Communication
7	3. Teamwork and leadership
6	4. Social, ethical and global perspectives
1, 2, 3, 4, 5, 6 & 7	5. In-depth engagement with relevant disciplinary knowledge
3,4, 6 & 7	6. Professional skills

To see how the ASB Graduate Attributes relate to the UNSW Graduate Attributes, refer to the ASB website ([Learning and Teaching >Graduate Attributes](#)).

3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

This course takes the view that students are responsible for their own learning. The staff involved in the course will facilitate that learning by providing guidance as to what needs to be studied through the reading list, the 'self-assessment questions', the content of lectures and the assignments.

We will cover a considerable amount of material this session and some of this material is very difficult. It is vital that you study from Week 1. This means you should read the set readings, work through the set questions, and attend the seminar each week. It is however your responsibility to make a concerted effort in your studies. Keeping up to date is very important as each week builds on the prior weeks. It is important that you get your study regime organized quickly. By keeping up you are also properly prepared to participate in the lectures.

3.2 Learning Activities and Teaching Strategies

3.2.1 Lectures

The lecture will provide a short overview of topic at hand and will focus on explaining the difficult concepts and issues via the use of examples and worked problems. The role of the lecture is to help you understand the context of the topic as well as work through the difficult points and examples. The preparation required for each lecture is set out in each week's study guide. It is assumed that you will have done the reading prior to each lecture.

3.2.2 Class Participation & Discussion

Typically, the last hour of each week will involve discussion and class exercises. Attendance at these will be taken and it is vital that students engage in these activities.

3.2.3 Private Study

Your own private study is the most important component of this course. The readings, self-assessment exercises, and your own topic summaries should form the basis your private study. Keeping up to date is very important as each week builds on the prior weeks. It is recommended that you get your study regime organized quickly.

4 ASSESSMENT

4.1 Formal Requirements

In order to pass this course, you must:

- Achieve a composite mark of at least 50; and
- Complete each assessment component to minimum acceptable level (normally a mark of 45%). If this level of performance is not achieved in any component a UF grade will be awarded.

Please note that assessment components may be scaled to a mean of 60% and all assessment tasks are subject to the University's and Australian School of Business assessment policies.

4.2 Assessment Details

The summary table below provides an overview of the assessment tasks, due dates and relative weighting. All assessment components are compulsory.

Assessment task	Weight	Learning Outcomes Assessed	ASB Graduate Attributes assessed	Length	Due date
Group Assignment Presentation	20%	3, 4 & 5	1, 2, 3, 5 & 6	12-20 Slides	Monday of Week 8
Group Assignment Report	20%	3, 4 & 5	1, 2, 3, 5 & 6	4,000 words	Monday of Week 8
Exam	60%	1 to 5	1, 4 & 5	2 hrs	Exam period (to be advised)

The detailed requirements for each assessment component are set out on the course website. Following is a summary of each component:

4.2.1 Group Assignment

The Group Assignment involves a class presentation and report on a contemporary issue, challenge or trend in IS project management. Topics to choose from will be posted on Blackboard and distributed in class in Week 1. Students may select their topic from the list or propose a different topic that they would like to research. If proposing a new topic, the group must email Kieran Conboy with a brief description of the topic and why they believe it is important.

The Group Assignment is worth 40% of your overall marks and is to be undertaken in groups of 3. The assignment has two deliverables – both due on Monday of Week 8.

Deliverable 1: Report.

The first deliverable is a report of no more than 4,000 words. Students may structure the report as they wish, but as a general guide, the report should describe:

- The nature of the challenge/issue/trend
- The importance of this issue (impact, value, problems caused etc)
- The current state of knowledge and literature on the topic
- Potential or existing solutions
- Potential future directions for this issue/challenge/trend
- Key references

Deliverable 2: Presentation

Project groups will be required to present their findings to the class. Each group will prepare a presentation (in a .ppt file) and submit this to the lecturer on Monday of Week 8. Each group will present a 30 minute presentation in week 8, 9, 10 or 11. This will be followed by a 20 minute discussion on the group's topic where the group will conduct a Q&A session with the class.

You are required to keep an electronic copy of your assignment. You may be asked to submit your electronic copy for screening by the University's anti-plagiarism tools. The Group Assignment addresses learning outcomes 3, 4 & 5 and ASB Graduate Attributes 1, 2, 3, 5 & 6.

4.2.2 Final examination

The final exam will be a 2 hour written paper held in the formal examination period. The examination is worth 60% of your overall assessment. The examination will be closed book. The format and coverage of the exam will be discussed in the Week 12 lecture. All exams are conducted in accordance with the UNSW Rules for the Conduct of Examinations and it is the student's responsibility to be familiar with these rules. Information about exams is available from my.unsw.edu.au.

The exam will cover the entire course and will address learning outcomes 1 through 7 and ASB Graduate Attributes 1, 4 & 5.

4.3 Late Submission of Assignments and Extensions

To assist in focusing your attention on the need to submit the Assignments by the due date, penalties will be levied against those Assignments which are submitted after the due date and have not been given an extension in time to complete the assignment. For the Major Group Assignment, a penalty of 2 marks per day of lateness will be deducted from the mark awarded to the assignment.

An extension of time to complete an assignment will only be granted in cases of misadventure or illness. Applications for an extension of time should be made to the course co-ordinator by email or in person. You will be required to substantiate the grounds on which you make your application with appropriate documentary evidence such as medical certificates, accident reports etc. Please note that work commitments and computer failures are usually considered insufficient grounds for an extension.

4.4 Assistance with Assignments and Preparation for the Exam

Assistance in the completion of the assignments and preparation for the exam will be available from the course co-ordinator and tutor.

A number of special units in the University can provide you with assistance in report writing and study for the exam. A list of these services is set out on the course website.

Quality Assurance

The ASB is actively monitoring student learning and quality of the student experience in all its programs. A random selection of completed assessment tasks may be used for quality assurance, such as to determine the extent to which program learning goals are being achieved. The information is required for accreditation purposes, and aggregated findings will be used to inform changes aimed at improving the quality of ASB programs. All material used for such processes will be treated as confidential and will not be related to course grades.

5 COURSE RESOURCES

5.1 Course Website

The course website is hosted on Blackboard (access via the TELT website - <http://telt.unsw.edu.au>). You will have access to the course website once you have enrolled in the course.

The course website contains the study guides, lecture slides, assignment details, announcements and other information about the course.

5.2 Textbook

The text for the course is:

Information Technology Project Management (6th edition)

by Kathy Schwalbe, published by Course Technology (Cengage)

ISBN 13: 978-0-324-78692-7 or ISBN 10: 0-324-78692-1

5.3 Lecture Slides

A PDF document of the slides that will be used in the lecture will be posted at least one week in advance of the lecture so you can print them out and bring them with you to class. Worked solutions to the exercises undertaken in the lecture will not be made available (you will need to attend the lecture to get those).

6 COURSE EVALUATION AND DEVELOPMENT

Each year feedback is sought from students and other stakeholders about the courses offered in the School and continual improvements are made based on this feedback. UNSW's Course and Teaching Evaluation and Improvement (CATEI) Process is one of the ways in which student evaluative feedback is gathered. In this course, we will seek your feedback through ongoing discussion plus end of semester CATEI evaluations.

7 COURSE SCHEDULE

Week	Lecture Date	Topic	Lecturer	Events
1	29/2	Introduction to Project Management	Kieran	
2	7/3	IT Projects and the Organization	Kieran	
3	14/3	IT Project Human Resource Management	Kieran	
4	21/3	Introduction to Agile Project Management	Kieran	
5	28/3	Agile Project Management – Experiences from Atlassian	Kieran	Guest Lecture - Ted Tencza (Atlassian)
6	4/4	Agile IS Project Management in Finance, Telco & Media	Kieran	Guest Lecture – Andrew Walker
		<i>Mid Session Break</i>		
7	18/4	Project Cost & Schedule Management	Kieran	
8	25/4	<u>Emerging Issues in IS Project Management</u>¹: Managing Distributed and Global Teams Contemporary Project Budgeting Lean Project Management	Kieran	Group Assignment Deliverable 1 and 2 due on Monday, Week 8.
9	2/5	Managing Open & Outsourced Projects		
10	9/5	Project Portfolio Management		
11	16/5	Contemporary IS Project & Quality metrics Managing Project Communication		
12	23/5	Project Procurement Management & Course Review	Kieran	

¹ Topics and sequence will be confirmed by week 3, based on group topic selection.

PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT

1 ACADEMIC HONESTY AND PLAGIARISM

The University regards plagiarism as a form of academic misconduct, and has very strict rules regarding plagiarism. For UNSW policies, penalties, and information to help you avoid plagiarism see: <http://www.lc.unsw.edu.au/plagiarism/index.html> as well as the guidelines in the online ELISE and ELISE Plus tutorials for all new UNSW students: <http://info.library.unsw.edu.au/skills/tutorials/InfoSkills/index.htm>.

To see if you understand plagiarism, do this short quiz:

<http://www.lc.unsw.edu.au/plagiarism/plagquiz.html>.

For information on how to acknowledge your sources and reference correctly, see:

<http://www.lc.unsw.edu.au/onlib/ref.html>.

For the *ASB Harvard Referencing Guide*, see [ASB Referencing and Plagiarism](#) webpage (ASB >Learning and Teaching>Student services>Referencing and plagiarism).

2 STUDENT RESPONSIBILITIES AND CONDUCT

Students are expected to be familiar with and adhere to university policies in relation to class attendance and general conduct and behaviour, including maintaining a safe, respectful environment; and to understand their obligations in relation to workload, assessment and keeping informed.

Information and policies on these topics can be found in the 'A-Z Student Guide':

<https://my.unsw.edu.au/student/atoz/A.html>. See, especially, information on 'Attendance and Absence', 'Academic Misconduct', 'Assessment Information', 'Examinations', 'Student Responsibilities', 'Workload' and policies such as 'Occupational Health and Safety'.

2.1 Workload

It is expected that you will spend at least **ten hours** per week studying this course. This time should be made up of reading, research, working on exercises and problems, and attending classes. In periods where you need to complete assignments or prepare for examinations, the workload may be greater.

Over-commitment has been a cause of failure for many students. You should take the required workload into account when planning how to balance study with employment and other activities.

2.2 Attendance

Your regular and punctual attendance at lectures and seminars is expected in this course. University regulations indicate that if students attend less than 80% of scheduled classes they may be refused final assessment.

2.3 General Conduct and Behaviour

You are expected to conduct yourself with consideration and respect for the needs of your fellow students and teaching staff. Conduct which unduly disrupts or interferes with a class, such as ringing or talking on mobile phones, is not acceptable and students may be asked to leave the class. More information on student conduct is available at: <https://my.unsw.edu.au/student/atoz/BehaviourOfStudents.html>

2.4 Occupational Health and Safety

UNSW Policy requires each person to work safely and responsibly, in order to avoid personal injury and to protect the safety of others. For more information, see <http://www.ohs.unsw.edu.au/>.

2.5 Keeping Informed

You should take note of all announcements made in lectures or on the course web site. From time to time, the University will send important announcements to your university e-mail address without providing you with a paper copy. You will be deemed to have received this information. It is also your responsibility to keep the University informed of all changes to your contact details.

3 SPECIAL CONSIDERATION AND SUPPLEMENTARY EXAMINATIONS

You must submit all assignments and attend all examinations scheduled for your course. You should seek assistance early if you suffer illness or misadventure which affects your course progress.

General Information on Special Consideration:

1. For assessments worth 20% or more, all applications for special consideration must go through UNSW Student Central (<https://my.unsw.edu.au/student/academiclife/StudentCentralKensington.html>) and be lodged within 3 working days of the assessment to which it refers.
2. If an assessment task is worth less than 20% of the total course assessment, UNSW Student Central will not accept the special consideration unless the student can provide a Medical Certificate that covers three consecutive days.

3. Applications will **not** be accepted by teaching staff, but you should notify the lecturer-in-charge when you make an application for special consideration through UNSW Student Central;
4. Applying for special consideration **does not** automatically mean that you will be granted a supplementary exam;
5. Special consideration requests **do not allow** lecturers-in-charge to award students additional marks.

ASB Policy on requests for Special Consideration for Final Exams in Undergraduate Courses:

The policy of the School of SISTM is that the lecturer-in-charge will need to be satisfied on each of the following before supporting a request for special consideration:

1. Does the medical certificate contain all relevant information? For a medical certificate to be accepted, the degree of illness, and impact on the student, must be stated by the medical practitioner (severe, moderate, mild). A certificate without this will not be valid.
2. Has the student performed satisfactorily in the other assessment items? Satisfactory performance would require at least 40% in each assessment item specified in the Course Outline and meeting the obligation to have attended 80% of class discussions/exercise sessions.
3. Does the student have a history of previous applications for special consideration? A history of previous applications may preclude a student from being granted special consideration.

Special Consideration and the Final Exam:

Applications for special consideration in relation to the final exam are considered by an ASB Faculty panel to which lecturers-in-charge provide their recommendations for each request. If the Faculty panel grants a special consideration request, this will entitle the student to sit a supplementary examination. No other form of consideration will be granted. The following procedures will apply:

1. Supplementary exams will be scheduled centrally and will be held approximately two weeks after the formal examination period. The dates for ASB supplementary exams for Session 1, 2012 are:
 10 July 2012 – exams for the School of Accounting
 11 July 2012 – exams for all Schools other than Accounting and Economics
 12 July 2012 – exams for the School of Economics
 If a student lodges a special consideration for the final exam, they are stating they will be available on the above dates. Supplementary exams will not be held at any other time.
2. Where a student is granted a supplementary examination as a result of a request for special consideration, the student's original exam (if completed) will be ignored and only the mark achieved in the supplementary examination will count towards the final grade. Failure to attend the supplementary exam will not entitle the student to have the original exam paper marked and may result in a zero mark for the final exam.

If you attend the regular final exam, you are extremely unlikely to be granted a supplementary exam. Hence if you are too ill to perform up to your normal standard in the regular final exam, you are strongly advised not to attend. However, granting of a supplementary exam in such cases is not automatic. You would still need to satisfy the criteria stated above.

The ASB's Special Consideration and Supplementary Examination Policy and Procedures for Final Exams for Undergraduate Courses is available at:
<http://www.asb.unsw.edu.au/currentstudents/resources/forms/Documents/supplementaryexamprocedures.pdf>.

Special consideration and assessments other than the Final exam:

Applications for special consideration in relation to the final exam are considered by an ASB Faculty panel to which lecturers-in-charge provide their recommendations for each request. If the Faculty panel grants a special consideration request, this will entitle the student to sit a supplementary examination. No other form of consideration will be granted. The following procedures will apply:

1. Supplementary exams will be scheduled centrally and will be held approximately two weeks after the formal examination period.
2. If a student lodges a special consideration for the final exam, they are stating they will be available on the above dates. Supplementary exams will not be held at any other time.
3. Where a student is granted a supplementary examination as a result of a request for special consideration, the student's original exam (if completed) will be ignored and only the mark achieved in the supplementary examination will count towards the final grade. Failure to attend the supplementary exam will not entitle the student to have the original exam paper marked and may result in a zero mark for the final exam.

If you are too ill to perform reasonably on the final exam, do not attend the final and apply for a supplementary instead. However granting of a supplementary exam in such cases is not automatic. If a student attends the regular final, s/he is unlikely to be granted a supplementary exam.

The ASB's Special Consideration and Supplementary Examination Policy and Procedures for Final Exams for Undergraduate Courses is available at:
<http://www.asb.unsw.edu.au/currentstudents/resources/forms/Documents/supplementaryexamprocedures.pdf>.

4 STUDENT RESOURCES AND SUPPORT

The University and the ASB provide a wide range of support services for students, including:

- **ASB Education Development Unit (EDU)** (www.business.unsw.edu.au/edu)
Academic writing, study skills and maths support specifically for ASB students. Services include workshops, online and printed resources, and individual consultations. EDU Office: Room GO7, Ground Floor, ASB Building (opposite Student Centre); Ph: 9385 5584; Email: edu@unsw.edu.au
- **Blackboard eLearning Support:** For online help using Blackboard, follow the links from www.elearning.unsw.edu.au to *UNSW Blackboard Support / Support*

for Students. For technical support, email: itservicecentre@unsw.edu.au; Ph: 9385 1333

- **UNSW Learning Centre** (www.lc.unsw.edu.au)
Academic skills support services, including workshops and resources, for all UNSW students. See website for details.
- **Library training and search support services:**
<http://info.library.unsw.edu.au/web/services/services.html>.
- **IT Service Centre:** Technical support for problems logging in to websites, downloading documents etc. <https://www.it.unsw.edu.au/students/index.html>
UNSW Library Annexe (Ground floor)
- **UNSW Counselling and Psychological Services**
(<http://www.counselling.unsw.edu.au>)
Free, confidential service for problems of a personal or academic nature; and workshops on study issues such as 'Coping With Stress' and 'Procrastination'.
Office: Level 2, Quadrangle East Wing; Ph: 9385 5418
- **Student Equity & Disabilities Unit** (<http://www.studentequity.unsw.edu.au>)
Advice regarding equity and diversity issues, and support for students who have a disability or disadvantage that interferes with their learning. Office: Ground Floor, John Goodsell Building; Ph: 9385 4734