INFS5929
MANAGING IS/IT RISK

Course Outline
Semester 2, 2015

Part A: Course-Specific Information

Please consult Part B for key information on Business School policies (including those on plagiarism and special consideration), student responsibilities and student support services.
# Table of Contents

**PART A: COURSE-SPECIFIC INFORMATION**

1 STAFF CONTACT DETAILS ................................. 1

2 COURSE DETAILS ........................................ 1

2.1 Teaching Times and Locations ...................... 1
2.2 Units of Credit .................................... 1
2.3 Summary of Course .................................. 1
2.4 Course Aims and Relationship to Other Courses .... 1
2.5 Student Learning Outcomes ......................... 2

3 LEARNING AND TEACHING ACTIVITIES ............... 4

3.1 Approach to Learning and Teaching in the Course .... 4
3.2 Learning Activities and Teaching Strategies ........ 4

4 ASSESSMENT ............................................. 4

4.1 Formal Requirements ................................. 4
4.2 Assessment Details .................................. 5
4.3 Assessment Format .................................. 7
4.4 Assignment Submission Procedure .................. 7
4.5 Late Submission ..................................... 7

5 COURSE RESOURCES .................................. 7

6 COURSE EVALUATION AND DEVELOPMENT ........... 8

7 COURSE SCHEDULE .................................... 8
PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
<th>Room</th>
<th>Phone</th>
<th>Consultation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecturer-in-charge</td>
<td>Lesley Land</td>
<td><a href="mailto:l.land@unsw.edu.au">l.land@unsw.edu.au</a></td>
<td>QUAD 2099A</td>
<td>9385 4738</td>
<td>Wed 3-4</td>
</tr>
<tr>
<td>Co-Lecturer</td>
<td>Ken Stevens</td>
<td><a href="mailto:k.stevens@unsw.edu.au">k.stevens@unsw.edu.au</a></td>
<td>QUAD 2082A</td>
<td>9385 4242</td>
<td>TBA</td>
</tr>
</tbody>
</table>

2 COURSE DETAILS

2.1 Teaching Times and Locations
Lectures and workshops start in Week 1 (to Week 12).
The Time and Location are: Wednesday 18:00 – 21:00 TETB LG05

2.2 Units of Credit
The course is worth 6 units of credit.
There is no parallel teaching in this course.

2.3 Summary of Course
Information systems and information technology (IS/IT) underpin the operation of most facets of most organizations. IS/IT provide means by which organizations process their transactions, the mechanisms by which business stakeholders communicate, the information required to manage the performance of the business, and the capability for the business to pursue its strategic plans.

The reliance on IS/IT by organizations does, however, involve a broad range of risks to both the IS/IT itself and to the organization, and these risks need to be identified and managed. These risks relate to the correct operation of the systems themselves, the integrity and security of the data, information and intellectual property they manage, the development and implementation of new systems and the improvement of existing systems. Poor management of these IS/IT risks can create business risks that have implications for the business’s ability to continue its day to day operations, meet its obligations, its reputation and its strategic plans. This course investigates these risks in a systematic manner and looks at the current theory, methods and best practice for their identification, assessment, analysis and mitigation.

2.4 Course Aims and Relationship to Other Courses
This course aims to familiarise you with the key concepts, practices and issues in the management of information systems and Information Technology risk management and provide you with sufficient practical and theoretical knowledge of the area so that you will be able to meaningfully participate in, or interact with, this aspect of business management. In addition to providing these domain skills we will also be looking to enhance your communication, presentation, problem solving and critical thinking skills through class work and assignments.

This course will be of benefit to all IS/IT and business practitioners who are interested in how information systems and IT risks are managed and have career aspirations of a senior role in business/IT management or consulting. The course would also be very
useful for those who envisage, or perhaps already have, launched their own business ventures.

INFS5929 is a core course in the Masters of Information Systems Management and is an elective in several postgraduate programs of UNSW Business School. INFS5929 has no prerequisites.

2.5 Student Learning Outcomes

After studying this course, you will be able to:

1. Explain the importance of managing the risks relating to IS/IT in an organisation and the contemporary approaches to managing these risks.
2. Identify and discuss the key IS/IT risks associated with business operations, systems development and implementation, IS/IT sourcing approaches and IS/IT strategy.
3. Explain how the key IS/IT risks associated with business operations, systems development and implementation, IS/IT sourcing and IS/IT strategy are best managed.
4. Explain how organisations can best identify, analyse and monitor their IS/IT risks.
5. Plan and undertake a preliminary analysis of an organisation’s IS/IT risks using common IS/IT risk analysis tools and techniques.

The Course Learning Outcomes are what you should be able to DO by the end of this course if you participate fully in learning activities and successfully complete the assessment items.

The Learning Outcomes in this course also help you to achieve some of the overall Program Learning Goals and Outcomes for all postgraduate coursework students in the Business School. Program Learning Goals are what we want you to BE or HAVE by the time you successfully complete your degree (e.g. ‘be an effective team player’). You demonstrate this by achieving specific Program Learning Outcomes – what you are able to DO by the end of your degree (e.g. ‘participate collaboratively and responsibly in teams’).

For more information on the Postgraduate Coursework Program Learning Goals and Outcomes, see Part B of the course outline.

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**Business Postgraduate Coursework Program Learning Goals and Outcomes**

1. **Knowledge:** Our graduates will have current disciplinary or interdisciplinary knowledge applicable in local and global contexts.
   You should be able to identify and apply current knowledge of disciplinary or interdisciplinary theory and professional practice to business in local and global environments.

2. **Critical thinking and problem solving:** Our graduates will have critical thinking and problem solving skills applicable to business and management practice or issues.
   You should be able to identify, research and analyse complex issues and problems in business and/or management, and propose appropriate and well-justified solutions.

3. **Communication:** Our graduates will be effective communicators in professional contexts.
   You should be able to:
   a. Produce written documents that communicate complex disciplinary ideas and information effectively for the intended audience and purpose, and
b. Produce oral presentations that communicate complex disciplinary ideas and information effectively for the intended audience and purpose.

4. Teamwork: Our graduates will be effective team participants.
You should be able to participate collaboratively and responsibly in teams, and reflect on your own teamwork, and on the team’s processes and ability to achieve outcomes.

5. Ethical, social and environmental responsibility: Our graduates will have a sound awareness of ethical, social, cultural and environmental implications of business issues and practice.
You should be able to:
   a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and
   b. Consider social and cultural implications of business and/or management practice.

The following table shows how your Course Learning Outcomes relate to the overall Program Learning Goals and Outcomes, and indicates where these are assessed (they may also be developed in tutorials and other activities):

<table>
<thead>
<tr>
<th>Program Learning Goals and Outcomes</th>
<th>Course Learning Outcomes</th>
<th>Course Assessment Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>This course helps you to achieve the following learning goals for all Business postgraduate coursework students:</td>
<td>On successful completion of the course, you should be able to:</td>
<td>This learning outcome will be assessed in the following items:</td>
</tr>
<tr>
<td>1 Knowledge</td>
<td>1. Explain the importance of managing the risks relating to IS/IT in an organisation and the contemporary approaches to managing these risks. 2. Identify and discuss the key IS/IT risks associated with business operations, systems development and implementation, IS/IT sourcing approaches and IS/IT strategy. 3. Explain how the key IS/IT risks associated with business operations, systems development and implementation, IS/IT sourcing and IS/IT strategy are best managed.</td>
<td>• Assignment 1  • Assignment 2  • Exam</td>
</tr>
<tr>
<td>2 Critical thinking and problem solving</td>
<td>• Explain how organisations can best identify, analyse and monitor their IS/IT risks.  • Plan and undertake a preliminary analysis of an organisation’s IS/IT risks using common IS/IT risk analysis tools and techniques.</td>
<td>• Assignment 1  • Assignment 2  • Exam</td>
</tr>
<tr>
<td>3a Written communication</td>
<td>Construct written work which is logically and professionally presented.</td>
<td>• Assignment 1  • Assignment 2</td>
</tr>
<tr>
<td>3b Oral communication</td>
<td>Communicate ideas in a succinct and clear manner.</td>
<td>• Presentations of Assignments</td>
</tr>
<tr>
<td>4 Teamwork</td>
<td>Work collaboratively to complete a task.</td>
<td>• Assignment 2</td>
</tr>
<tr>
<td>5a Ethical, environmental and</td>
<td>Identify and assess ethical and sustainability considerations in problems related to IS/IT Risk Management.</td>
<td>• Exam</td>
</tr>
</tbody>
</table>
3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

This course is developed and delivered within the context of the following learning and teaching philosophy.

In addition to students learning the fundamental content of the course, the content is designed to foster critical thinking and to facilitate the acquisition of life-long learning skills. The course and its delivery are designed with a view to assisting the development of problem solving skills.

The role of the convenor of a course is to facilitate learning. It is recognised that students are individuals who bring a diverse range of experiences, interests and abilities and that these aspects of the student will influence their own learning. The responsibility for learning lies with the student. The role of the convenor then, is to provide the environment within which students can participate and contribute, interact and experiment while adding to their own skills and knowledge. An important element of such an environment is that students are encouraged to engage in cooperative learning in an enjoyable setting.

Within the context of this philosophy students will be encouraged to participate, reflect on the material and to engage in meaningful debate with respect to the topics covered. It is essential that students prepare prior to lectures so that they are in a position to contribute to the class discussions. One of the interesting aspects of information and communication technology studies is that there is rarely, if ever, one irrefutable correct answer to a problem – often the only answer is ‘depends’. Students are encouraged to investigate and explore the contexts within which certain courses of action are preferable to others and to consider the situation where the best technical solution may not necessarily be the best solution given the constraints of the case at hand.

Accordingly, assessment is weighted toward informed, reasoned and well-argued personal opinion based on the contextual factors and constraints presented in the various scenarios and is consequently, not based on the acquisition of knowledge alone.

3.2 Learning Activities and Teaching Strategies

The course has twelve topics which are addressed, in turn, over the twelve weeks of the course. Each topic involves a set of required readings and exercises which you will work through. These readings and questions, along with other relevant information are set out on the course website. The examination and assessments will assume you are familiar with these essential readings.

Each of the topics is addressed in the weekly lectures. Each lecture is 2 hours long and will require that you have completed the readings and preparation as set out on the course website.

4 ASSESSMENT

4.1 Formal Requirements

To receive a pass grade in this course, you must meet ALL of the following criteria:
• attain an overall mark of least 50%;
• attend at least 80% of all scheduled classes;
• attain a satisfactory performance in each component of the course (see below). A mark of 45% or higher is normally regarded as satisfactory;
• attain a mark of at least 45% in the final exam;
• in the case of peer assessed group work, the mark assigned to each member of the group may be scaled based on peer assessment of each member’s contribution to the task.

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.

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Weighting</th>
<th>Length</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation</td>
<td>10%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assignment 1</td>
<td>15%</td>
<td>20 PowerPoint slides with PowerPoint note pages</td>
<td>Week 5</td>
</tr>
<tr>
<td>Assignment 2</td>
<td>25%</td>
<td>5000 words</td>
<td>Week 10</td>
</tr>
<tr>
<td>Final Exam</td>
<td>50%</td>
<td>2 hours</td>
<td>Regular Exam Period</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Participation (10%)**
Your attendance and participation in the workshops will be monitored throughout the semester. It is the students’ responsibility to sign in for each tutorial. When instructed during workshop, you are to prepare and submit a PRINTED copy of homework.

<table>
<thead>
<tr>
<th>Mark</th>
<th>Conditions for which it will be awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Below 80% of both lecture and tutorial attendance between weeks 2 to 12, as required by school.</td>
</tr>
<tr>
<td>1 – 3</td>
<td>3 weeks’ attendance maximum with average preparation and participation (at best).</td>
</tr>
<tr>
<td>4 – 6</td>
<td>6 weeks’ attendance maximum with average preparation and participation (at best).</td>
</tr>
<tr>
<td>7 – 9</td>
<td>9 weeks’ attendance maximum with average preparation and participation (at best).</td>
</tr>
<tr>
<td>10</td>
<td>100% attendance, demonstrates superb preparation and participation in all tutorials.</td>
</tr>
</tbody>
</table>

**Assessment Rubric for Tutorial Activities in Weeks 2-12**

**Assignment 1 (15%)**
The Individual Assignment is worth 15% of your overall mark. The assignment is to be undertaken independently by each student. It gives an opportunity for each student to demonstrate independence in research and creativity in problem solving (amongst other skills). More details will be specified in the individual assignment specification.

**Assignment 2 (25%)**
The Group Assignment is worth 25% of your overall mark. The assignment is to be undertaken in a group between size 3 to 4 and involves the preparation of a report. A business case scenario will be presented to students. The assignment will address the case provided. The aims of this assignment are to:
1. to improve the depth of your knowledge in IS/IT Risk Management;
2. to practice appraisal of the impact of IS sourcing on organisations and society, particularly from social, ethical and global perspectives;
3. to practice and improve your application of the concepts and theory underlying IS/IT Risk Management in a complex and changing environment;
4. to demonstrate the group’s ability to articulate shared goals, resolve conflicts, collaborate effectively, demonstrate professional skills in planning and manage the group task;
5. to share ideas, knowledge and different perspectives (including social, ethical and global) amongst team members, and to receive feedback from the course coordinator; and
6. to synthesise and integrate the core concepts and issues raised in the readings, and classes.

More details will be specified in the group assignment specification.

Your report must address all parts and conform to the Assignment Format as specified in the Group Assignment Specification document (available on the course website in Moodle).

Marks for the Group Assignment will be awarded for:

- the quality of the research and analysis evident in the assignment;
- the quality of the discussion in the assignment;
- the extent to which you have adequately addressed all the questions/issues posed in the specification;
- a demonstration of teamwork, leadership and professional skills.

A marking scheme can be found in the Group Assignment Specification document. This assignment provides you with an opportunity:

- to improve the depth of your knowledge in IS/IT Risk Management;
- to practice appraisal of the impact of IS/IT Risk Management on organisations and society, particularly from social, ethical and global perspectives;
- to practice and improve your application of the concepts and theory underlying IS/IT Risk Management;
- to demonstrate the group’s ability to articulate shared goals, resolve conflicts, collaborate effectively, demonstrate professional skills in planning and manage the group task;
- to share ideas, knowledge and different perspectives (including social, ethical and global) amongst team members, and to receive feedback from the course coordinator; and
- to synthesise and integrate the core concepts and issues raised in the readings, and classes.

Confidential peer assessment will be required if one or more members of each team is dissatisfied with other team member(s). The lecturer-in-charge should be kept informed and the peer assessment form on the course website should be completed by EACH team member when the assignment is submitted.

**Final examination (50%)**
The final exam will be a 2 hour written paper held in the regular examination period. The examination is worth 50% of your overall assessment.

The aim of the final examination is to enable you to demonstrate to the examiner that you have achieved all the learning objectives for this course and that you have achieved a level of competency regarding the operational management of Information Systems, as well as the capacity to use the competency to apply it analytically and critically in an organisational environment.
4.3 Assessment Format
Details of the format of each assessed component and the submission procedure will be published on the subject’s Web site prior to submission deadline. Teams are also encouraged to discuss the format of assessable components during consultations with the lecturer-in-charge.

4.4 Assignment Submission Procedure
The assignments (1 and 2) will need to be submitted by hand at the start of the Week 5 and 10 Workshop and through Turnitin in Moodle. Students should keep a copy of all work submitted for assessment and should keep their returned marked assignments.

4.5 Late Submission
Late submission of an assignment is not desirable. Assignments are to be submitted on the due date. The late submission of assignments carries a penalty of 10% of the awarded marks for that assignment per day of lateness (including weekends and public holidays) unless an extension of time has been granted by the Lecturer-in-Charge. An extension of time to complete an assignment may be granted by the Lecturer-in-charge in case of misadventure or illness. Applications for an extension should be made to the Lecturer-in-Charge by email or in person before the due date. You will be required to substantiate your application with appropriate evidence such as medical certificates, accident reports etc. Please note that workload, work commitments and computer failures are usually considered insufficient grounds for an extension.

Quality Assurance
The Business School 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 Business School programs. All material used for such processes will be treated as confidential.

5 COURSE RESOURCES
The recommended text book for this course is:

Darril Gibson, “Managing Risk in Information Systems”

In addition, specific reading materials/cases will be provided via Moodle.

The website for this course is on UNSW Moodle at:
6 COURSE EVALUATION AND DEVELOPMENT

Each year feedback is sought from students about the courses offered in the School and continual improvements are made based on this feedback. In this course, we will seek your feedback through the end of semester CATEI evaluations. The evaluations are collated and student feedback is taken into account in all course revisions.

7 COURSE SCHEDULE

The lecture schedule given below is subject to change.

<table>
<thead>
<tr>
<th>Date</th>
<th>Seminar Topic</th>
<th>References</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 27 July</td>
<td>Risk Management Fundamentals</td>
<td>Gibson Chapters 1, 2</td>
<td></td>
</tr>
<tr>
<td>Week 2 3 August</td>
<td>Maintaining Compliance and developing a RM Plan</td>
<td>Gibson Chapters 3, 4</td>
<td></td>
</tr>
<tr>
<td>Week 3 10 August</td>
<td>Defining and Performing RA</td>
<td>Gibson Chapters 5, 6</td>
<td></td>
</tr>
<tr>
<td>Week 4 17 August</td>
<td>What to Protect</td>
<td>Gibson Chapters 7, 8</td>
<td></td>
</tr>
<tr>
<td>Week 5 24 August</td>
<td>Risk Controls</td>
<td>Gibson Chapter 9</td>
<td>Assignment 1 due</td>
</tr>
<tr>
<td>Week 6 31 August</td>
<td>Risk Mitigation for the whole Organisation.</td>
<td>Gibson Chapter 10</td>
<td></td>
</tr>
<tr>
<td>Week 7 7 September</td>
<td>From RA to Risk Mitigation Plan</td>
<td>Gibson Chapter 11</td>
<td></td>
</tr>
<tr>
<td>Week 8 14 September</td>
<td>Business Impact Analysis</td>
<td>Gibson Chapter 12</td>
<td></td>
</tr>
<tr>
<td>Week 9 21 September</td>
<td>Incident Response Plan</td>
<td>Gibson Chapter 15</td>
<td></td>
</tr>
</tbody>
</table>

Mid-semester break: Saturday 26 September – Monday 5 October inclusive

<table>
<thead>
<tr>
<th>Date</th>
<th>Seminar Topic</th>
<th>References</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 10 5 October</td>
<td>Disaster Recovery Plan</td>
<td>Gibson Chapter 14</td>
<td>Assignment 2 Due</td>
</tr>
<tr>
<td>Week 11 12 October</td>
<td>Business Continuity Plan</td>
<td>Gibson Chapter 13</td>
<td>Student Presentations</td>
</tr>
<tr>
<td>Week 12 19 October</td>
<td>Course Summary and Exam</td>
<td></td>
<td>Student Presentations</td>
</tr>
<tr>
<td>Week 13 26 October</td>
<td>NO LECTURES</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>