

**NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC  
QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY**

**PRESCRIPTION: IS700 INFORMATION SYSTEMS MANAGEMENT**

AIM OF MODULE:	To enable the student to gain an understanding of the management of the information system (IS) function within the modern business and government organisations.
CREDITS:	7
RESTRICTIONS:	As this module has content that overlaps with the content of IS600 students completing this module cannot be awarded a credit for IS600.
KNOWLEDGE ASSUMED FROM:	SS600 Supervisory Skills
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	2004
PRESCRIPTION EXPIRY DATE:	November 2013

Level and Assessment Schedule

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
Role of the IS function			*		5
Planning and Policies relating to the IS function			*		10
Management & Control of IS			*		15
Human Resource Management		*			10
Database & Communications		*			5
Emerging Technologies		*			5
Case Study				*	50
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**The student will:**

## **1 ROLE OF THE IS FUNCTION**

- C 1.1 Explain how over time there has been a change in the role of the IS function. Consider such points as:
- the change in how a Computing Department was viewed within an organisation
  - IS being managed as a service function
  - information itself being seen as a strategic resource
  - who the IS manager reports to within the organisation
- A 1.2 Outline typical management and user expectations of computer operations.

## **2 PLANNING AND POLICIES RELATING TO THE IS FUNCTION**

- Be able to select the appropriate policies for managing the IS function in the following areas:

### **C 2.1 Strategic Planning**

The student should understand that IS:

- is an integral part of the overall corporate plan
- requires strategic planning because of:
  - rapid change in technology
  - personnel scarcity
  - scarcity of corporate resources - e.g. \$\$
  - the trend to Databases and integrated systems
  - environmental factors

### **C 2.2 Cost Allocation**

Explain the various ways of allocating costs - e.g. is the IS department a Head Office overhead or are costs allocated based on usage?

### **A 2.3 Direction Setting**

Identify the policy issues that need addressing because information is being used differently due to changing technology eg.

- ease of access to data
- ownership of data
- privacy

### **3 MANAGEMENT AND CONTROL OF IS**

- C 3.1 Explain the importance of planning for change.

The student should understand the implications of rapid obsolescence of hardware/software and the effects of the increasing rate of change.

- A 3.2 Using a case study, identify how the following areas would need to be managed:

- acquisition strategy/growth path
- development methodology
- data management
- systems review
- budgetary controls

### **4 HUMAN RESOURCE MANAGEMENT**

- C 4.1 Identify the following needs:

- to provide a path for promotion
- to consider the benefits of rotating staff out to user departments if they are potential senior management
- to consider the advantages and/or disadvantages of using outside consultants and/or contractors
- to examine productivity and performance
- to provide continuing education and training
- to consider alternative work styles - eg. telecommuting
- to consider job-related stress

### **5 DATABASE AND COMMUNICATIONS**

- C Identify different approaches to management of:

- databases
- communications

### **6 EMERGING TECHNOLOGIES**

- C Demonstrate an understanding of emerging technologies, for example:

- ISDN (Integrated Systems Data Network)
- MAP (Manufacturing Automation Protocol)
- Value added networks

## **7 CASE STUDY**

- P Using the headings above, identify how the strategy would change if you were managing a Bureau as opposed to managing an IS department within a business.