Course information 2017–18
IS2184 Information systems management

This course studies the management of information systems in organisations. It identifies the main technological and organisational factors affecting the design and implementation of ICTs in organisations and their organisational implications. It also introduces the main principles of project management and discusses how these principles affect the deployment of ICTs in organisations. These are contrasted with organisational issues such as structure, planning and control and deployment framework. Finally, the course provides a holistic view of benefit management and information systems strategy alignment.

Prerequisites and exclusions
None apply.

Aims and objectives
This course provides the fundamental concepts needed to understand information technology management in organisations from the perspectives of information systems theory, organisation theory and economics. It introduces critical ideas in project management related to the use and implementation of information technology in organisations.

Essential reading
Reynolds, W., *Information systems for Managers*, 2nd edition.
For full details, please refer to the reading list.

Assessment
This course is assessed by a three-hour unseen written examination (60%) and an individual project (40%).

Learning outcomes
At the end of the course and having completed the essential reading and activities students should be able to:

- ☑ explain how different models used to analyse organisations are reflected in different information systems architectures.
- ☑ differentiate various classes and types of information system developed and used in organisations, seen within an historical context.
- ☑ present arguments for a strategic role for information systems within organisations and alternative models to support this role and to establish such strategies.
- ☑ explain how information and communication technologies change organisations and industry structures.
- ☑ discuss the importance of the process of managing the design and implementation of information systems on the effective value generated by their adoption.
- ☑ explain the basic principles of project management from technical and organisational standpoints, including time, cost and performance issues.
- ☑ evaluate alternative approaches to design organisational forms to pursue the effective implementation of information systems across the enterprise.
- ☑ describe the basic principles and elements of benefit management, in the context of the alignment of the strategy of an enterprise and its information systems development .

Section 1: Background and models of information systems management
- Overview of the main trends in the management of digitalisation in the firm; discussion of the main managerial and economic drivers for information systems adoption in organisations.
- Logic underpinning information systems management and design; organisational analysis and requirements analysis; information infrastructure management; outsourcing and cloud services provision.
- Managerial and economic aspects of information systems design and implementation.

Section 2: Managing information systems projects
The following topics are approached from both the technical and the organisational perspectives:
- Project management and its use to develop and implement information systems to help firms achieve timely competitive advantage;
- Project planning , control and homogeneous deployment in enterprises;
- Strategic use of data and knowledge management, change management and more.

Section 3: Information systems and benefit management
A discussion of the main managerial and economic benefits generated by information systems adoption in organisations;
how to manage technological, organisational, managerial, and economic factors in information systems projects; how to align IS with organisations' strategic intent.