

Course information 2018-19

IS2184 Information systems management

This course studies the management of information systems in organisations. It identifies the main managerial factors affecting the design and implementation of ICTs in organisations. It also introduces basic principles of project management and governance. The course also overviews the most common strategies associated with ICT management and the tools used to manage these strategies. 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.

Exclusion

This course may not be taken with *IS2136 Information systems and organisations*

Aims and objectives

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

Essential reading

- Reynolds, W. *Information systems for Managers* (Cengage, 2015) 2nd edition. [ISBN 9781305389830]

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 essay (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.

Syllabus

This is a description of the material to be examined. On registration, students will receive a detailed subject guide which provides a framework for covering the topics in the syllabus and directions to the essential reading.

Section 1: Background and models of information systems management

- Overview of the main trends in the management of digitalisation in the firm; discussion of Information and Communication Technologies' (ICTs) importance in contemporary organisations;
- Logic underpinning information systems management and the importance of strategic planning when ICT deployment in organizations is concerned;
- Discussion of the most common technological solutions used by firms to support different managerial and business activities.

Section 2: Managing information systems projects

The following topics are approached from both the technical and the organisational perspective:

- 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;
- ICT governance and outsourcing.

Section 3: Information systems and benefit management

A discussion of the main managerial and economic benefits generated by information systems adoption in organisations:

- E-business;
- Big Data analytics;
- Knowledge management.

Students should consult the appropriate *EMFSS Programme Regulations*, which are reviewed on an annual basis. The *Regulations* provide information on the availability of a course, where it can be placed on your programme's structure, and details of co-requisites and prerequisites.