ISYS302
Management of IT Systems and Projects
S1 Evening 2013
Computing

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### General Information

**Unit convenor and teaching staff**

**Lecturer**
Peter Busch  
*peter.busch@mq.edu.au*  
Contact via peter.busch@mq.edu.au  
E6A 320

**Tutor**
Lee Coady  
*lee.coady@mq.edu.au*  
Contact via lee.coady@mq.edu.au  
E6A 369

Carl Svensson  
*carl.svensson@mq.edu.au*  
Contact via carl.svensson@mq.edu.au  
Organise via email

**Unit Convenor**
Cathy Campbell  
*cathy.campbell@mq.edu.au*  
Contact via cathy.campbell@mq.edu.au

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**Credit points**
3

**Prerequisites**
39cp and (ISYS254(P) or COMP255(P) or ISYS227(P) or COMP227(P)) and (6cp(P) from 200-level COMP or ISYS or ACCG or STAT or BUS or BBA units)

**Corequisites**

**Co-badged status**
Unit description
This unit aims to provide an understanding of how information technology systems and projects can be efficiently managed. This unit includes detailed study of techniques for planning, tracking and measuring software projects. Issues covered include: quality evaluation; estimation measurement techniques; and project risk planning and management. The unit provides a sound grounding in how projects can be managed in regards to quality assurance and risk assessment. The unit also covers issues in the management of IT systems, including: change management; configuration management and planning; people management; hardware asset management; and capacity planning and availability.

Learning Outcomes

1. Competence in planning, tracking and measuring Information Technology projects; including the ability to undertake quality evaluation estimation measurement techniques, and project risk planning and management.
2. Competence in techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.
3. Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

Assessment Tasks

<table>
<thead>
<tr>
<th>Name</th>
<th>Weighting</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic report</td>
<td>5%</td>
<td>21st March</td>
</tr>
<tr>
<td>Individual assignment</td>
<td>15%</td>
<td>11th April</td>
</tr>
<tr>
<td>Group project brief</td>
<td>5%</td>
<td>2nd May</td>
</tr>
<tr>
<td>Group project</td>
<td>15%</td>
<td>23rd May</td>
</tr>
<tr>
<td>Group presentation</td>
<td>10%</td>
<td>Week 12</td>
</tr>
<tr>
<td>Exam</td>
<td>50%</td>
<td>June 11-28th</td>
</tr>
</tbody>
</table>

Diagnostic report
Due: 21st March
Weighting: 5%

An early diagnostic task to engage people with the background of IT project management
This Assessment Task relates to the following Learning Outcomes:
  • Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

Individual assignment
Due: 11th April
Weighting: 15%

Assignment using tools such as MS Project and mainstream IT PM techniques.

This Assessment Task relates to the following Learning Outcomes:
  • Competence in planning, tracking and measuring Information Technology projects; including the ability to undertake quality evaluation estimation measurement techniques, and project risk planning and management.
  • Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

Group project brief
Due: 2nd May
Weighting: 5%

Background document outlining direction taken by the group - showing each member of the group will deliver with some explanation.

This will be marked individually!

This Assessment Task relates to the following Learning Outcomes:
  • Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

Group project
Due: 23rd May
Weighting: 15%

Working in a group to work out the implementation of a system

This Assessment Task relates to the following Learning Outcomes:
- Competence in planning, tracking and measuring Information Technology projects; including the ability to undertake quality evaluation estimation measurement techniques, and project risk planning and management.
- Competence in techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.
- Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

**Group presentation**

*Due: Week 12*

*Weighting: 10%*

Group presents their assignment as a group but each team member marked individually.

This Assessment Task relates to the following Learning Outcomes:
- Competence in planning, tracking and measuring Information Technology projects; including the ability to undertake quality evaluation estimation measurement techniques, and project risk planning and management.
- Competence in techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.
- Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

**Exam**

*Due: June 11-28th*

*Weighting: 50%*

Main exam in June

This Assessment Task relates to the following Learning Outcomes:
- Competence in planning, tracking and measuring Information Technology projects; including the ability to undertake quality evaluation estimation measurement techniques, and project risk planning and management.
- Competence in techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.
• Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

**Delivery and Resources**

**Classes**

Each week you should attend three hours of lectures, and a mixed class. For details of days, times and rooms consult the [timetables webpage](http://timetables.mq.edu.au). Note that Tutorials/Practicals commence in week 2.

You should have selected a Mixed Class during enrolment. If you do not have a class, or if you wish to change one, you should see the enrolment operators in the E7B courtyard during the first two weeks of the semester. Thereafter you should go to the Student Centre.

Please note it is to your benefit to attend most of the tutorials/practicals.

**Resources to assist your learning**

Digital recordings of lectures are available as **Echo360** through iLearn login.

**Textbook**

The textbook for ISYS302 used this semester is:

- There is also a [companion website](http://www.course.com) by the publisher at [www.course.com](http://www.course.com). This site contains links to example material and more.

The following are **supportive** (i.e. recommended) readings for the course (across the 13 weeks).


Unit material

Material for the unit can be found at http://learn.mq.edu.au

Technology used

Use will be made of MS Project, MS Sharepoint and Trac. Students are also expected to make use of MS Word, MS Excel and MS Powerpoint.

Discussion Boards

The unit makes use of discussion boards hosted within iLearn. Please post questions there, they are monitored by the staff on the unit.

Unit Schedule

<table>
<thead>
<tr>
<th>Practical/ Tutorial topics (E6A 119)</th>
<th>Text(s)</th>
<th>Extra reading</th>
</tr>
</thead>
</table>

| 1 | 25/2 (Peter) | **Introduction to IT project management**  
|   |             | • The role of the IT project manager  
|   |             | • Developing ones career as an IT project manager  
|   |             | • Bodies of knowledge relating to IT project management |
|   |             | **Schwalbe chapter 1**  
|   |             | **Downey (2010)**  
|   |             | • Keil and Park (2010)  
|   |             | • Kvasny, Joshi and Trauth (2011)  
|   |             | • Sobol and Klein (2009)  

| 2 | 4/3 (Peter) | **APESMA**  
|   |             | (http://www.apesma.com.au)  
|   |             | Guest speaker 6-7pm  
|   |             | **Business strategy and IT project HR management**  
|   |             | • Organisational frameworks  
|   |             | • Project HR management  
|   |             | • Leadership  
|   |             | • Performance management  
|   |             | • Project teams  
|   |             | **MS Project**  
|   |             | • Introduction to IT project management  
|   |             | **Schwalbe chapters 2 and 9**  
|   |             | **Smith, de Passos and Isaacs (2010)**  
|   |             | • Taylor and Woelfer (2009)  
|   |             |
| 3   | IT management tools | 11/3 (Peter) | Prototyping and the software development process | • Incremental  
• Spiral  
• Waterfall  
• SSADM  
• RAD  
• OO Development  
• Extreme programming  
• SSM  
• Socio-Technical  
• BPR | • Google Code  
• Business Strategy  
• HR management | • Schwalbe (spread through) chapters 1, 3, 4, 6, 7, 8, 9, 10, 12 |

| 4   | IT project integration and scope management | 18/3 (Cathy) | Diagnostic assignment due | • Jira Project Management tool  
• Prototyping and the software development process | • Schwalbe chapter 4 and 5 | • Elbanna (2010)  
• Rehman, Ullah, Rauf and Shahid (2010)  
• |
<table>
<thead>
<tr>
<th></th>
<th>IT project time and cost management</th>
<th>Case study</th>
<th>Stakeholder management</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>IT project time and cost management</td>
<td>Case study</td>
<td>Stakeholder management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Scheduling and resourcing</td>
<td>• The Denver International Airport case study.</td>
<td>• Defining clients (stakeholder analysis)</td>
<td></td>
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<tr>
<td></td>
<td>• Project schedules</td>
<td>• Discussions on questions covering topics from week 1-6.</td>
<td>• Client expectations</td>
<td></td>
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<tr>
<td></td>
<td>• Activity definition</td>
<td>• FINISH ASSIGNMENT ONE</td>
<td>• Managing client conflicts</td>
<td></td>
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<tr>
<td></td>
<td>• Activity sequencing</td>
<td>• Time management</td>
<td>• Customer management skills</td>
<td></td>
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<tr>
<td></td>
<td>• Activity resource estimating</td>
<td>• Kerzner (2004) case 23</td>
<td>• Setting up the contracts</td>
<td></td>
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<tr>
<td></td>
<td>• Schedule control</td>
<td>• Schwalbe chapter 10 and 12</td>
<td>• Monitoring supplier performance</td>
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<tr>
<td></td>
<td>• Software used in time mgmt</td>
<td>• Cost management</td>
<td>• Subcontractors</td>
<td></td>
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<tr>
<td></td>
<td>• Cost estimation</td>
<td>• Schwalbe chapters 6 and 7</td>
<td>• Trac project management tool</td>
<td></td>
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<tr>
<td></td>
<td>• Cost budgeting</td>
<td>• Cunha and Cunha (2004)</td>
<td>• Integration management</td>
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<tr>
<td></td>
<td>• Cost control</td>
<td>• Smuts, van der Merwe, Kotzé, and Loock (2010)</td>
<td>• Scope management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Software for cost management</td>
<td>• Sumner, Molka-Danielsen (2010)</td>
<td>• FINISH ASSIGNMENT ONE</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Kerzner (2004) case 23</td>
<td>• Time management</td>
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</tr>
<tr>
<td>6</td>
<td>2/4 (Cathy)</td>
<td>1st April is Easter Monday!</td>
<td>1st April is Easter Monday!</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>8/4 (Cathy)</td>
<td>1st April is Easter Monday!</td>
<td>1st April is Easter Monday!</td>
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**Unit guide** ISYS302 Management of IT Systems and Projects

http://unitguides.mq.edu.au/unit_offerings/7239/unit_guide/print
### Mid semester break 13th - 28th April

<table>
<thead>
<tr>
<th>Date</th>
<th>Project risk</th>
<th>Quality assessment methods and standards</th>
<th>Group session</th>
<th>Reference</th>
</tr>
</thead>
</table>
| 8 29/4 (Cathy) | - Contracts  
- Risk assessment  
- Risk register  
- Qualitative risk analysis  
- Quantitative risk analysis | - Pareto  
- Six Sigma  
- Deming  
- Juran  
- Crosby  
- Ishikawa  
- Taguchi  
- Feigenbaum  
- ISO  
- Seven run rule  
- PRINCE 2 | - Performance benchmarking in IT projects | - Schwalbe chapter 11, Arduini and Morabito (2010) |
| 9 6/5 (Cathy) | - Group session  
- Risk in IT projects | - Group session  
- Risk in IT projects | - Schwalbe chapter 8 | - Hakim and Hakim (2010), Saeed, Grover, Kettinger and Guha (2011) |
<table>
<thead>
<tr>
<th>10</th>
<th>Managing Transition into Production</th>
</tr>
</thead>
<tbody>
<tr>
<td>13/5 (Cathy)</td>
<td>Legacy system evolution</td>
</tr>
<tr>
<td></td>
<td>Data cleansing</td>
</tr>
<tr>
<td></td>
<td>Data migration</td>
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<td></td>
<td>Environment management</td>
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<td></td>
<td>Test planning and management</td>
</tr>
<tr>
<td></td>
<td>Planning for transition to production</td>
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<td></td>
<td>Release management and roll back</td>
</tr>
<tr>
<td></td>
<td>System decommissioning</td>
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<tr>
<td></td>
<td>Project sign off and close down</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>11</th>
<th>Change control</th>
</tr>
</thead>
<tbody>
<tr>
<td>20/5 (Cathy)</td>
<td>Configuration management and planning activities</td>
</tr>
<tr>
<td></td>
<td>Configuration management and planning activities</td>
</tr>
<tr>
<td></td>
<td>ITIL standards</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>12</th>
<th>Change management</th>
</tr>
</thead>
<tbody>
<tr>
<td>27/5 (Cathy)</td>
<td>The Change Curve and people's emotions</td>
</tr>
<tr>
<td></td>
<td>Why projects fail</td>
</tr>
<tr>
<td></td>
<td>How change management helps projects succeed</td>
</tr>
<tr>
<td></td>
<td>Why change management is hard</td>
</tr>
<tr>
<td></td>
<td>Introduction to Change Management methodologies</td>
</tr>
<tr>
<td></td>
<td>Steps in the Change Management process</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>13</th>
<th>Revision for the exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/6 (Cathy)</td>
<td></td>
</tr>
</tbody>
</table>

|  | The issue of quality in IT projects |
|  | Legacy systems |
|  | Gibbs chapter 4, 11; Schwalbe chapter 4  |
|  | Jablokow, Jablokow and Seasock (2010)  |

|  | Group presentations  |
Policies and Procedures

Macquarie University policies and procedures are accessible from Policy Central. Students should be aware of the following policies in particular with regard to Learning and Teaching:

- **Special Consideration Policy** [http://www.mq.edu.au/policy/docs/special_consideration/policy.html](http://www.mq.edu.au/policy/docs/special_consideration/policy.html)

In addition, a number of other policies can be found in the **Learning and Teaching Category** of Policy Central.

Staff-Student Liaison Committee

The Department has established a Staff-Student Liaison Committee at each level (100, 200, 300) to provide all students studying a Computing unit the opportunity to discuss related issues or problems with both students and staff.

The committee meets three times during the semester. For each meeting, an agenda is issued and minutes are taken. These are posted on the web at [http://www.comp.mq.edu.au/undergrad/info/liaison/300-level/](http://www.comp.mq.edu.au/undergrad/info/liaison/300-level/)

If you have exhausted all other avenues, then you should consult the Director of Teaching (Dr. Rolf Schwitter) or the Head of Department (Prof. Bernard Mans). You are entitled to have your concerns raised, discussed and resolved.

Assessment policy

If you cannot complete a piece of work please see the convenor before the due date. Check also the special consideration policy. A more detailed description of each task is given below.

Assessment tasks explained

As the table under assessment tasks indicates, there will be 6 assessment tasks.

- One individual diagnostic assignment
- One main individual assignment.
- One initial group document - marked individually
- One group assignment
- A presentation (in week 12) on the group assignment. Attendance at the presentation is compulsory.
- One final examination.
Your final grade will depend on your performance in each part separately. In particular:

- You must perform satisfactorily in the examination in order to pass this unit.
- You must submit a reasonable attempt the assignments to pass this unit.
- Failure to appear at your group presentation (without a very good reason) will count as 0.

All assignments should be handed in via the online system at [http://learn.mq.edu.au/](http://learn.mq.edu.au/) by the time specified in the assignment description.

All work submitted should be readable and well presented.

Late work will be accepted with a penalty of 10% of the marks for the assignment per day submitted late. Hence, an assignment submitted five days late will get at most half the marks. If you cannot submit on time because of illness or other circumstances, please contact the lecturer before the due date.

**Final Examination**

For this unit, a final examination is fully appropriate to test learning and knowledge of all learning outcomes. In particular, it allows for accurate reflection of the degree of understanding of learning outcomes LO1 and LO2.

The final examination accounts for 50% of the final mark. The 2 sections of the unit:

1. Techniques for planning, tracking and measuring software projects
2. Issues in the management of IT systems.

are equally weighted.

Regarding the examination process, note that

- the University Examination period for Mid-Year 2013 is from Tuesday 11th June to Friday 28th June 2013
- you are expected to present yourself for examination at the time and place designated in the [University Examination Timetable](#)
- the timetable will be available in Draft form approximately eight weeks before the commencement of the examinations and in Final form approximately four weeks before the commencement of examinations
- no early examinations for individuals or groups of students will be set. All students are expected to ensure that they are available until the end of the teaching semester, that is the final day of the official examination period
- the only exception to not sitting an examination at the designated time is because of documented illness or unavoidable disruption. In these circumstances you may wish to consider applying for [Special Consideration](#).
Student Support
Macquarie University provides a range of Academic Student Support Services. Details of these services can be accessed at: http://students.mq.edu.au/support/

UniWISE provides:

- Online learning resources and academic skills workshops
  http://www.students.mq.edu.au/support/learning_skills/
- Personal assistance with your learning & study related questions.
- The Learning Help Desk is located in the Library foyer (level 2).
- Online and on-campus orientation events run by Mentors@Macquarie.

Student Enquiry Service
Details of these services can be accessed at http://www.student.mq.edu.au/ses/.

Equity Support
Students with a disability are encouraged to contact the Disability Service who can provide appropriate help with any issues that arise during their studies.

IT Help
If you wish to receive IT help, we would be glad to assist you at http://informatics.mq.edu.au/help/

When using the university’s IT, you must adhere to the Acceptable Use Policy. The policy applies to all who connect to the MQ network including students and it outlines what can be done.

Graduate Capabilities

Critical, Analytical and Integrative Thinking
We want our graduates to be capable of reasoning, questioning and analysing, and to integrate and synthesise learning and knowledge from a range of sources and environments; to be able to critique constraints, assumptions and limitations; to be able to think independently and systemically in relation to scholarly activity, in the workplace, and in the world. We want them to have a level of scientific and information technology literacy.

This graduate capability is supported by:

Learning outcomes

- Competence in planning, tracking and measuring Information Technology projects; including the ability to undertake quality evaluation estimation measurement techniques, and project risk planning and management.
• Competence in techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.

Assessment tasks

• Individual assignment
• Group project

Problem Solving and Research Capability

Our graduates should be capable of researching; of analysing, and interpreting and assessing data and information in various forms; of drawing connections across fields of knowledge; and they should be able to relate their knowledge to complex situations at work or in the world, in order to diagnose and solve problems. We want them to have the confidence to take the initiative in doing so, within an awareness of their own limitations.

This graduate capability is supported by:

Learning outcomes

• Competence in techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.
• Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

Assessment tasks

• Individual assignment
• Group project

Creative and Innovative

Our graduates will also be capable of creative thinking and of creating knowledge. They will be imaginative and open to experience and capable of innovation at work and in the community. We want them to be engaged in applying their critical, creative thinking.

This graduate capability is supported by:

Assessment task

• Group project

Effective Communication

We want to develop in our students the ability to communicate and convey their views in forms effective with different audiences. We want our graduates to take with them the capability to read, listen, question, gather and evaluate information resources in a variety of formats, assess,
write clearly, speak effectively, and to use visual communication and communication

technologies as appropriate.

This graduate capability is supported by:

**Learning outcomes**

- Competence in planning, tracking and measuring Information Technology projects;
  
  including the ability to undertake quality evaluation estimation measurement techniques,
  and project risk planning and management.
- Confidence in leadership skills; communication skills; critical analysis skills; problem-
  solving skills and creative thinking skills.

**Assessment tasks**

- Group project brief
- Group project
- Group presentation

**Engaged and Ethical Local and Global citizens**

As local citizens our graduates will be aware of indigenous perspectives and of the nation's

historical context. They will be engaged with the challenges of contemporary society and with

knowledge and ideas. We want our graduates to have respect for diversity, to be open-minded,

sensitive to others and inclusive, and to be open to other cultures and perspectives: they should

have a level of cultural literacy. Our graduates should be aware of disadvantage and social

justice, and be willing to participate to help create a wiser and better society.

This graduate capability is supported by:

**Learning outcome**

- Competence in planning, tracking and measuring Information Technology projects;
  
  including the ability to undertake quality evaluation estimation measurement techniques,
  and project risk planning and management.

**Assessment task**

- Diagnostic report

**Discipline Specific Knowledge and Skills**

Our graduates will take with them the intellectual development, depth and breadth of knowledge,

scholarly understanding, and specific subject content in their chosen fields to make them

competent and confident in their subject or profession. They will be able to demonstrate, where

relevant, professional technical competence and meet professional standards. They will be able

to articulate the structure of knowledge of their discipline, be able to adapt discipline-specific

knowledge to novel situations, and be able to contribute from their discipline to inter-disciplinary

solutions to problems.
This graduate capability is supported by:

**Learning outcomes**

- Competence in techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.
- Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

**Assessment tasks**

- Individual assignment
- Group project brief
- Group project
- Exam

**Socially and Environmentally Active and Responsible**

We want our graduates to be aware of and have respect for self and others; to be able to work with others as a leader and a team player; to have a sense of connectedness with others and country; and to have a sense of mutual obligation. Our graduates should be informed and active participants in moving society towards sustainability.

This graduate capability is supported by:

**Learning outcome**

- Competence in planning, tracking and measuring Information Technology projects; including the ability to undertake quality evaluation estimation measurement techniques, and project risk planning and management.

**Assessment tasks**

- Group project
- Group presentation

**Capable of Professional and Personal Judgement and Initiative**

We want our graduates to have emotional intelligence and sound interpersonal skills and to demonstrate discernment and common sense in their professional and personal judgement. They will exercise initiative as needed. They will be capable of risk assessment, and be able to handle ambiguity and complexity, enabling them to be adaptable in diverse and changing environments.

This graduate capability is supported by:
Learning outcome

- Confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

Assessment tasks

- Individual assignment
- Group project brief
- Group project

Commitment to Continuous Learning

Our graduates will have enquiring minds and a literate curiosity which will lead them to pursue knowledge for its own sake. They will continue to pursue learning in their careers and as they participate in the world. They will be capable of reflecting on their experiences and relationships with others and the environment, learning from them, and growing - personally, professionally and socially.

This graduate capability is supported by:

Assessment tasks

- Diagnostic report
- Group project
- Group presentation

Standards

The standards corresponding to the **learning outcomes of this unit** are given below:
<table>
<thead>
<tr>
<th>HD</th>
<th>Apply techniques and knowledge in new contexts, show breadth and depth of understanding of quality evaluation, estimation measurement, project risk planning and measurement. Can use MS Project and Sharepoint to solve problems with high accuracy.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A sound grounding in how projects can be managed in regards to quality assurance and risk assessment. Show breadth and depth of understandings on issues in the management of IT systems, including: change management, configuration management and planning, People management, hardware asset management and capacity planning and availability. Able to apply these techniques and knowledge in new contexts.</td>
</tr>
<tr>
<td></td>
<td>Demonstrate leadership, creativity, critical thinking and analysis skills. Enthusiastic in acquiring new knowledge in the IS project management area. Demonstrate capability in applying new IS project management knowledge to solve real-world problems. Conduct team work effectively and play a key role in moving the whole project team forward.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D</th>
<th>Apply techniques and knowledge in some new contexts, show breadth and depth of understanding across most of the topics including: quality evaluation, estimation measurement, project risk planning and measurement. Can use MS Project to solve problems, with limited errors.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A sound grounding in most topics related to how projects can be managed in regards to quality assurance and risk assessment. Show breadth and depth of understandings on most issues in the management of IT systems, including: change management, configuration management and planning, People management, hardware asset management and capacity planning and availability. Able to apply these techniques and knowledge in some new contexts.</td>
</tr>
<tr>
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<td>Demonstrate some leadership occasionally. Show creativity, critical thinking and analysis skills. Have the capability in applying IS project management knowledge to solve real-world problems. Collaborate with team members well and finish assigned tasks on time and with good quality.</td>
</tr>
</tbody>
</table>
### CR
- Show breadth of understanding across most of the topics including: quality evaluation, estimation measurement, project risk planning and measurement. Have fundamental knowledge about how to use MS Project, but with some non-major errors.
- Understands some aspects of how projects can be managed in regards to quality assurance and risk assessment. Show breadth of understandings on most issues in the management of IT systems, including: change management, configuration management and planning, People management, hardware asset management and capacity planning and availability.
- Demonstrate analysis skills in some occasions. Know how to apply IS project management knowledge to solve some of the real-world problems. Able to finish assigned tasks on time and with good quality most of the time.

### P
- Can reproduce definitions and ideas, show some breadth of understanding of the topics including: quality evaluation, estimation measurement, project risk planning and measurement. Some knowledge about MS Project with a few major misunderstandings or mistakes.
- Can reproduce some definitions and ideas, show some breadth on issues in the management of IT systems, including: change management, configuration management and planning, People management, hardware asset management and capacity planning and availability.
- Demonstrate limited analysis skills. Can apply IS project management knowledge to solve limited real-world problems. Able to finish all assigned tasks on time and with acceptable quality.

### Grading
At the end of the semester, you will receive a grade that reflects your achievement in the unit.

- **Fail (F):** does not provide evidence of attainment of all learning outcomes. There is missing or partial or superficial or faulty understanding and application of the fundamental concepts in the field of study; and incomplete, confusing or lacking communication of ideas in ways that give little attention to the conventions of the discipline.
• **Pass (P):** provides sufficient evidence of the achievement of learning outcomes. There is demonstration of understanding and application of fundamental concepts of the field of study; and communication of information and ideas adequately in terms of the conventions of the discipline. The learning attainment is considered satisfactory or adequate or competent or capable in relation to the specified outcomes.

• **Credit (Cr):** provides evidence of learning that goes beyond replication of content knowledge or skills relevant to the learning outcomes. There is demonstration of substantial understanding of fundamental concepts in the field of study and the ability to apply these concepts in a variety of contexts; plus communication of ideas fluently and clearly in terms of the conventions of the discipline.

• **Distinction (D):** provides evidence of integration and evaluation of critical ideas, principles and theories, distinctive insight and ability in applying relevant skills and concepts in relation to learning outcomes. There is demonstration of frequent originality in defining and analysing issues or problems and providing solutions; and the use of means of communication appropriate to the discipline and the audience.

• **High Distinction (HD):** provides consistent evidence of deep and critical understanding in relation to the learning outcomes. There is substantial originality and insight in identifying, generating and communicating competing arguments, perspectives or problem solving approaches; critical evaluation of problems, their solutions and their implications; creativity in application.

In this unit, your final grade depends on your performance in each part of the assessment. For each task, you receive a mark that combines your standard of performance regarding each learning outcome assessed by this task. Then the different component marks are added up to determine your total mark out of 100. Your grade then depends on this total mark and your overall standards of performance.

**In particular, in order to pass the unit, you must**

• Have performed satisfactorily in the internal (assessment) components of the course.

• Have satisfactory performance in the final examination.

This means that you may fail the unit if you do not submit satisfactory submissions for the assignments and do not perform satisfactorily in the exam.

**Department of Computing expectations are that students have to perform satisfactorily in the final exam as well as in their internal work/assignments.**

Obtaining a grade higher than a Pass (P) in this unit will require a student to obtain (in addition to the above):

• the required total number of marks (Credit - 65, Distinction - 75, High Distinction - 85).
Changes since First Published

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>18/02/2013</td>
<td>Moved topics in tutorial sessions to line up with lecture sequence correctly, no changes to actual content made. Added week number to week 8 which was missing</td>
</tr>
</tbody>
</table>

Unit guide ISYS302 Management of IT Systems and Projects