COMP3770

Management of IT Systems and Projects

Session 1, Online-scheduled-weekday 2023

School of Computing

Contents

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General Information

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Credit points
10

Prerequisites
130cp at 1000 level or above including 20cp in COMP or ISYS or ACCG or STAT or BUS or
BBA or MGMT units at 2000 level

Corequisites

Co-badged status
COMP6770

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.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at https://www.mq.edu.au/study/calendar-of-dates

Learning Outcomes

On successful completion of this unit, you will be able to:

ULO1: Demonstrate competence in planning, tracking and measuring Information technology projects; including the ability to undertake quality evaluation and estimation measurement techniques, and project risk planning and management.

ULO2: Analyse, describe and summarise appropriate techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.

ULO3: Demonstrate an understanding of the role of the CIO in analysing the information technology strategic direction of a firm, with the aim of recommending investment appropriate to the business context.

ULO4: Demonstrate confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

General Assessment Information

Requirements to Pass this Unit

To pass this Unit, you must achieve a total mark equal to or greater than 50%. Please note that there are no hurdles in this Unit.

Late Assessment Submission Penalty

Unless a Special Consideration Request has been submitted and approved, a 5% penalty (of the total possible mark of the Assessment) would be applied for each day a Written Assessment is not submitted, i.e., up until the 7th day (including the weekends). Subsequent to the 7th day, a grade of '0' would be awarded even if the Assessment is submitted. The submission time for all

uploaded Assessments is 11:55 PM. A 1-hour grace period would be provided to students who experience a technical concern.

For any late submission of the time-sensitive tasks, such as scheduled Final Examination, please apply for Special Consideration.

Assessments where late submissions would be accepted:

- Assignment 1 : Yes, Standard Late Penalty applies
- Assignment 2 : Yes, Standard Late Penalty applies
- Assignment 3 : Yes, Standard Late Penalty applies

Special Consideration

The Special Consideration Policy aims to support students who have been impacted by short-term circumstances or events that are serious, unavoidable, and significantly disruptive, and which may affect their performance in an Assessment. If you experience circumstances or events that affect your ability to complete the Assessments in this Unit on time, please inform the Convenor and submit a Special Consideration Request through ask.mq.edu.au.

Assessment Tasks

Name	Weighting	Hurdle	Due
Assignment 1	10%	No	Week 4
Assignment 2	20%	No	Week 7
Assignment 3	20%	No	Week 11
Final examination	50%	No	Exam Period

Assignment 1

Assessment Type [1]: Literature review
Indicative Time on Task [2]: 10 hours
Due: **Week 4**
Weighting: **10%**

A literature review on an area of IT Project Management.

On successful completion you will be able to:
- Demonstrate competence in planning, tracking and measuring Information technology projects; including the ability to undertake quality evaluation and estimation

measurement techniques, and project risk planning and management.

Assignment 2

Assessment Type [1]: Modelling task
Indicative Time on Task [2]: 20 hours
Due: **Week 7**
Weighting: **20%**

A briefing on a contemporary IT project is given. The assignment involves planning the project with the assistance of MS Project and then providing a succinct Project Management Plan which includes the Gantt Chart, Network Diagram, Resource Allocation and addresses scope, objectives, success metrics, controls and risk management.

On successful completion you will be able to:
- Demonstrate competence in planning, tracking and measuring Information technology projects; including the ability to undertake quality evaluation and estimation measurement techniques, and project risk planning and management.
- Analyse, describe and summarise appropriate techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.

Assignment 3

Assessment Type [1]: Project
Indicative Time on Task [2]: 20 hours
Due: **Week 11**
Weighting: **20%**

Extensive background information is available for a failed system. Groups of 4 students will work on a new project plan outlining the context and business benefits and consider a more flexible project process model and formulate an effective risk management plan. A comprehensive report is required.

On successful completion you will be able to:
- Demonstrate competence in planning, tracking and measuring Information technology projects; including the ability to undertake quality evaluation and estimation measurement techniques, and project risk planning and management.

- Analyse, describe and summarise appropriate techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.
- Demonstrate an understanding of the role of the CIO in analysing the information technology strategic direction of a firm, with the aim of recommending investment appropriate to the business context.
- Demonstrate confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

Final examination

Assessment Type [1]: Examination
Indicative Time on Task [2]: 40 hours
Due: **Exam Period**
Weighting: **50%**

A final closed book examination will cover all lecture, reference and tutorial material.

On successful completion you will be able to:
- Demonstrate competence in planning, tracking and measuring Information technology projects; including the ability to undertake quality evaluation and estimation measurement techniques, and project risk planning and management.
- Analyse, describe and summarise appropriate techniques relating to: change management; configuration management and planning; human resource management; hardware asset management and capacity planning and availability.
- Demonstrate an understanding of the role of the CIO in analysing the information technology strategic direction of a firm, with the aim of recommending investment appropriate to the business context.
- Demonstrate confidence in leadership skills; communication skills; critical analysis skills; problem-solving skills and creative thinking skills.

[1] If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the Writing Centre for academic skills support.

[2] Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

Delivery and Resources

Lectures and Practicals

Each week, you should attend a 2 hour Lecture and a 1 hour Practical. For details of days, times, and rooms, please consult the Macquarie University's Timetable.

Note: Practicals commence in week 2.

Resources to Assist your Learning

Digital Recordings of the Lectures would be available via Macquarie University's Echo360 Active Learning Platform.

Textbook

The Textbook for the Unit is:

Information Technology Project Management, 9th Edition (Kathy Schwalbe)

Technology Used

Use will be made of MS Project, Google Code, JIRA, TRAC, and GitHub. Students are also expected to make use of MS Word and MS PowerPoint.

Final Examination

The Final Examination would focus on the content covered in the Lectures throughout the Semester. Please see the Assessments Section for details pertinent to the Final Examination.

Methods of Communication

We will communicate with you via your Macquarie University's Email or through Announcements on iLearn. Queries to Convenor can either be placed on the iLearn Discussion Board or sent to a dnan.mahmood@mq.edu.au from your University Email Address.

COVID Information

For the latest information on the University's response to COVID-19, please refer to the Coronavirus infection page on the Macquarie University's website, https://www.mq.edu.au/about/coronavirus-faqs. Remember to check this page regularly in case the information and requirements change during the Semester. If there are any changes to this Unit in relation to COVID, these will be communicated via iLearn.

Unit Schedule

Week #	Lecture	References	Practicals	Assignments

Week 1	Unit Outline Introduction to PM The IT Context	Unit Guide Schwalbe Chap 1 Schwalbe Chap 2		Assg. 1 – Released
Week 2	Scope Management	Schwalbe Chap 5	MS Project, Part 1	
Week 3	Time / Schedule Management	Schwalbe Chap 6	MS Project, Part 2	Assg. 2 – Released
Week 4	Cost Management	Schwalbe Chap 7	MS Project, Part 3	Assg. 1 – Due
Week 5	Quality Management	Schwalbe Chap 8	Google Code	
Week 6	Project Management Process Integration Management	Schwalbe Chap 3 Schwalbe Chap 4	GitHub	
Week 7	Human Resource Management	Schwalbe Chap 9	JIRA and TRAC	Assg. 2 – Due Assg. 3 – Released
Mid Semester Break / Recess (April 10, 2023 – April 21, 2023)				
Week 8	Communications Management	Schwalbe Chap 10	Group Time	
Week 9	Risk Management	Schwalbe Chap 11	Group Time	
Week 10	Procurement Management	Schwalbe Chap 12	Group Time	
Week 11	Stakeholder Management	Schwalbe Chap 13	Group Time	Assg. 3 – Due
Week 12	Revision – Dr. Adnan Mahmood	Weeks 1 – 6		
Week 13	Revision – Dr. Peter Busch	Weeks 7 – 11		
Note: Final Examination would be held during the S1 2023's Examination Period (June 5, 2023 – June 23, 2023).				

Policies and Procedures

Macquarie University policies and procedures are accessible from Policy Central (https://policies.mq.edu.au). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- Academic Appeals Policy
- Academic Integrity Policy
- Academic Progression Policy
- Assessment Policy
- Fitness to Practice Procedure

- Assessment Procedure
- Complaints Resolution Procedure for Students and Members of the Public
- Special Consideration Policy

Students seeking more policy resources can visit Student Policies (https://students.mq.edu.au/support/study/policies). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

To find other policies relating to Teaching and Learning, visit Policy Central (https://policies.mq.edu.au) and use the search tool.

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/admin/other-resources/student-conduct

Results

Results published on platform other than eStudent, (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in eStudent. For more information visit ask.mq.edu.au or if you are a Global MBA student contact globalmba.support@mq.edu.au

Academic Integrity

At Macquarie, we believe academic integrity – honesty, respect, trust, responsibility, fairness and courage – is at the core of learning, teaching and research. We recognise that meeting the expectations required to complete your assessments can be challenging. So, we offer you a range of resources and services to help you reach your potential, including free online writing and maths support, academic skills development and wellbeing consultations.

Student Support

Macquarie University provides a range of support services for students. For details, visit http://students.mq.edu.au/support/

The Writing Centre

The Writing Centre provides resources to develop your English language proficiency, academic writing, and communication skills.

- Workshops
- Chat with a WriteWISE peer writing leader
- Access StudyWISE
- Upload an assignment to Studiosity
- Complete the Academic Integrity Module

The Library provides online and face to face support to help you find and use relevant information resources.

- Subject and Research Guides
- Ask a Librarian

Student Services and Support

Macquarie University offers a range of Student Support Services including:

- IT Support
- Accessibility and disability support with study
- Mental health support
- Safety support to respond to bullying, harassment, sexual harassment and sexual assault
- Social support including information about finances, tenancy and legal issues
- Student Advocacy provides independent advice on MQ policies, procedures, and processes

Student Enquiries

Got a question? Ask us via AskMQ, or contact Service Connect.

IT Help

For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/.

When using the University's IT, you must adhere to the Acceptable Use of IT Resources Policy. The policy applies to all who connect to the MQ network including students.

Changes from Previous Offering

Adjusted the Unit Schedule to slightly alter the order of Lectures' Topics.

Standards

Four standards, namely, HD, D, CR, and P summarize different levels of achievement. Each standard is precisely defined to help students know what kind of performance is expected to deserve a certain mark.

HD	Apply techniques and knowledge in new contexts, show breadth and depth of understanding of quality evaluation, estimation measurement, and project risk planning and measurement. Can use MS Project and SharePoint to solve problems with high accuracy.	A sound grounding in how projects can be managed in regards to quality assurance and risk assessment. Show breadth and depth of understanding 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.	Demonstrate leadership, creativity, critical thinking, and analysis skills. Enthusiatic in acquring 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.
D	Apply techniques and knowledge in some new contexts, show breadth and depth of understanding across most of the topics including: quality evaluation, estimation measurement, and project risk planning and measurement. Can use MS Project to solve problems with limited errors.	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 understanding 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.	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.
CR	Show breadth of understanding across most of the topics including: quality evaluation, estimation measurement, and 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 understanding 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, and project risk planning and measurement. Some knowledge about MS Project with a few major misunderstandings or mistakes.	Can reproduce some defintions 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.