



# COIT20246 *ICT Services Management*

## Term 1 - 2017

Profile information current as at 17/05/2022 02:23 pm

All details in this unit profile for COIT20246 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

## General Information

### Overview

This unit examines the practical and theoretical aspects of Information and Communications Technology (ICT) services management in modern organisations. Beginning with low-level hardware, operating systems and networking and moving through to the implementation and management of modern Information Systems, the unit focuses on common services and best-practice use of technology. Additionally, the unit prepares students for the legal, ethical and professional implications of their actions in the workplace. The unit concludes by situating technical and governance processes and best-practices within IT Service Management (ITSM) theory and application in such forms as ITIL and CoBIT.

### Details

Career Level: *Postgraduate*

Unit Level: *Level 8*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

### Pre-requisites or Co-requisites

There are no requisites for this unit.

Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure \(Higher Education Coursework\)](#).

### Offerings For Term 1 - 2017

- Brisbane
- Distance
- Melbourne
- Rockhampton
- Sydney

### Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

### Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

## Class and Assessment Overview

### Recommended Student Time Commitment

Each 6-credit Postgraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

### Class Timetable

#### [Regional Campuses](#)

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

#### [Metropolitan Campuses](#)

Adelaide, Brisbane, Melbourne, Perth, Sydney

### Assessment Overview

#### 1. **Online Quiz(zes)**

Weighting: 10%

#### 2. **Online Quiz(zes)**

Weighting: 10%

#### 3. **Written Assessment**

Weighting: 30%

#### 4. **Examination**

Weighting: 50%

### Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the [University's Grades and Results Policy](#) for more details of interim results and final grades.

## CQUniversity Policies

**All University policies are available on the [CQUniversity Policy site](#).**

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the [CQUniversity Policy site](#).

## Previous Student Feedback

### Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

#### Feedback from Student Evaluations

**Feedback**

Students opined different preferences relating to the course content/topic balance between the technical and the information systems concepts

**Recommendation**

Review course content in order to remove old and/or incorporate new topics in the lead up to the next revision of the course.

**Action**

Content has been reviewed, however at this time, there is not scope to incorporate any new content given ACS CBOK requirements and the lack of free capacity in the unit. However, unit content is always under review.

#### Feedback from Student Evaluations / email

**Feedback**

Communicating with students weekly and providing a "quick summary" of key content and related exam hints keeps students feeling engaged and motivated.

**Recommendation**

Continue communicating summaries via the News forum and direct email to motivate students.

**Action**

The communication strategy has been continued.

## Unit Learning Outcomes

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

1. Explain the foundational concepts and principles relating to the technology, security, management and organisational use of Information and Communications Technology (ICT).
2. Describe the historical evolution and relationship between the key components of ICT.
3. Contrast various types of computer hardware, network infrastructure, databases and information systems.
4. Examine dimensions of data management and use and the implications for individual privacy and organisational competitiveness
5. Explain how Information Systems are modelled, built and implemented.
6. Summarise the legal, ethical and professional principles and practices that relate to the use of ICT.

Australian Computer Society (ACS) recognises the Skills Framework for the Information Age (SFIA). SFIA is in use in over 100 countries and provides a widely used and consistent definition of ICT skills. SFIA is increasingly being used when developing job descriptions and role profiles.

ACS members can use the tool MySFIA to build a skills profile at

<https://www.acs.org.au/professionalrecognition/mysfia-b2c.html>

This unit contributes to the following workplace skills as defined by SFIA. The SFIA code is included:

- Information Analysis (INAN)
- Network Support (NTAS)
- Applications Support (ASUP)
- Problem Management (PBMG)
- IT Operations (ITOP)
- Service Level Management (SLMO)
- Change Management (CHMG)

## Alignment of Learning Outcomes, Assessment and Graduate Attributes

N/A Level
  Introductory Level
  Intermediate Level
  Graduate Level
  Professional Level
  Advanced Level

## Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Online Quiz(zes) - 10%	•	•	•			
2 - Online Quiz(zes) - 10%	•			•	•	
3 - Written Assessment - 30%	•		•	•	•	
4 - Examination - 50%	•	•	•	•	•	•

## Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
1 - Knowledge	○	○	○	○	○	○
2 - Communication	○	○	○	○	○	○
3 - Cognitive, technical and creative skills						
4 - Research						
5 - Self-management						
6 - Ethical and Professional Responsibility						○
7 - Leadership						
8 - Aboriginal and Torres Strait Islander Cultures						

## Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes							
	1	2	3	4	5	6	7	8
1 - Online Quiz(zes) - 10%	○	○						
2 - Online Quiz(zes) - 10%	○	○						
3 - Written Assessment - 30%	○	○						
4 - Examination - 50%	○	○				○		

## Textbooks and Resources

### Textbooks

COIT20246

#### Prescribed

##### ICT Services Management

Edition: 3rd edn (2016)

Authors: Brookshear & Brylow, Panko & Panko and Laudon & Laudon

Pearson

Sydney , NSW , Australia

ISBN: 978 1 4886 1273 2

Binding: Paperback

#### Additional Textbook Information

**Important!** An e-book version of the textbook is available, but you will not be able to use this in your exam if you purchase it. Only the printed version of the textbook can be taken into the exam. Paper copies can be purchased through the CQUni Bookshop here: <http://bookshop.cqu.edu.au>

[View textbooks at the CQUniversity Bookshop](#)

### IT Resources

**You will need access to the following IT resources:**

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

## Referencing Style

All submissions for this unit must use the referencing style: [Harvard \(author-date\)](#)

For further information, see the Assessment Tasks.

## Teaching Contacts

**Kieren Jamieson** Unit Coordinator

[k.jamieson@cqu.edu.au](mailto:k.jamieson@cqu.edu.au)

## Schedule

### Week 1 - 06 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Computer Architecture	Textbook Week 1 (All sections except 1.5 - 1.8, 2.4 & 2.6)	

### Week 2 - 13 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Operating Systems	Textbook Week 2	

### Week 3 - 20 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Network Concepts	Textbook Week 3	

### Week 4 - 27 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
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Network Standards Textbook Week 4

### Week 5 - 03 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Network security	Textbook Week 5	

### Vacation Week - 10 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Mid-term break		

### Week 6 - 17 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Network Management	Textbook Week 6	<b>Quiz 1</b> Due: Week 6 Thursday (20 Apr 2017) 2:00 pm AEST

### Week 7 - 24 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Information Systems Concepts	Textbook Week 7	

### Week 8 - 01 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Databases	Textbook Week 8	

### Week 9 - 08 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Developing Information Systems	Textbook Week 9	

### Week 10 - 15 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Implementing Information Systems	Textbook Week 10	

### Week 11 - 22 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Legal, Ethical and Professional Issues	Textbook Week 11 + Web resources (see unit web site)	<b>Quiz 2</b> Due: Week 11 Thursday (25 May 2017) 2:00 pm AEST <b>Written Assignment</b> Due: Week 11 Thursday (25 May 2017) 2:00 pm AEST

### Week 12 - 29 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
IT Service Management + Revision	Web resources (see unit web site)	

### Review/Exam Week - 05 Jun 2017

Module/Topic	Chapter	Events and Submissions/Topic
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### Exam Week - 12 Jun 2017

Module/Topic	Chapter	Events and Submissions/Topic
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## Assessment Tasks

### 1 Quiz 1

#### Assessment Type

Online Quiz(zes)

#### Task Description

Complete this Moodle online quiz by the due date. It consists of 30 True/False/Multiple-Choice questions. You may attempt the quiz as many times as you wish, however your result will be based on your FINAL attempt. Details of how and where you can complete the quiz

will be available on the Moodle unit website. Note that assignment extensions are NOT possible for quizzes (i.e. you will not be able to attempt the quiz once the due date has passed).

**Number of Quizzes**

1

**Frequency of Quizzes****Assessment Due Date**

Week 6 Thursday (20 Apr 2017) 2:00 pm AEST

Warning: the Quiz closes after this time and no further attempts are allowed.

**Return Date to Students**

Week 6 Friday (21 Apr 2017)

Immediately after the quiz closes.

**Weighting**

10%

**Assessment Criteria**

The quiz is automatically graded by the system based on the selection of correct or incorrect answers.

**Referencing Style**

- [Harvard \(author-date\)](#)

**Submission**

Online

**Submission Instructions**

See Moodle unit website for details.

**Learning Outcomes Assessed**

- Explain the foundational concepts and principles relating to the technology, security, management and organisational use of Information and Communications Technology (ICT).
- Describe the historical evolution and relationship between the key components of ICT.
- Contrast various types of computer hardware, network infrastructure, databases and information systems.

**Graduate Attributes**

- Knowledge
- Communication

## 2 Quiz 2

**Assessment Type**

Online Quiz(zes)

**Task Description**

Complete this Moodle online quiz by the due date. It consists of 30 True/False/Multiple-Choice questions. You may attempt the quiz as many times as you wish, however your result will be based on your FINAL attempt. Details of how and where you can complete the quiz will be available on the Moodle unit website. Note that assignment extensions are NOT possible for quizzes (i.e. you will not be able to attempt the quiz once the due date has passed).

**Number of Quizzes**

1

**Frequency of Quizzes****Assessment Due Date**

Week 11 Thursday (25 May 2017) 2:00 pm AEST

Warning: the Quiz closes after this time and no further attempts are allowed.

**Return Date to Students**

Week 11 Friday (26 May 2017)

Immediately after the quiz closes.

**Weighting**

10%

**Assessment Criteria**

The quiz is automatically graded by the system based on the selection of correct or incorrect answers.

## Referencing Style

- [Harvard \(author-date\)](#)

## Submission

Online

## Submission Instructions

See Moodle unit website for details.

## Learning Outcomes Assessed

- Explain the foundational concepts and principles relating to the technology, security, management and organisational use of Information and Communications Technology (ICT).
- Examine dimensions of data management and use and the implications for individual privacy and organisational competitiveness
- Explain how Information Systems are modelled, built and implemented.

## Graduate Attributes

- Knowledge
- Communication

# 3 Written Assignment

## Assessment Type

Written Assessment

## Task Description

The purpose of this assignment is to select and discuss relevant online resources that exemplify the application of the topic(s) nominated each week (1 - 10). This assignment can (and should!) be completed progressively (i.e. each week). Details of the task and what you are required to submit will be available on the Moodle unit website.

Note that late penalties apply (5% of the total available marks per calendar day late or part thereof). Assignments received 14 days or more after the due date will not be marked and will receive zero. Students may apply for extensions but must provide documentary evidence to support their request. See the unit website for details.

## Assessment Due Date

Week 11 Thursday (25 May 2017) 2:00 pm AEST

## Return Date to Students

2 weeks after the due date

## Weighting

30%

## Assessment Criteria

A detailed tabular marking criteria is provided as part of your submission template - please ensure you read it before attempting the assignment. You will be assessed on the relevance of the resources you select as well as the clarity and detail of your discussions.

## Referencing Style

- [Harvard \(author-date\)](#)

## Submission

Online

## Submission Instructions

Your assignment must be submitted in doc/docx format. See Moodle unit website for details.

## Learning Outcomes Assessed

- Explain the foundational concepts and principles relating to the technology, security, management and organisational use of Information and Communications Technology (ICT).
- Contrast various types of computer hardware, network infrastructure, databases and information systems.
- Examine dimensions of data management and use and the implications for individual privacy and organisational competitiveness
- Explain how Information Systems are modelled, built and implemented.

## Graduate Attributes

- Knowledge



- Communication

## Examination

### Outline

Complete an invigilated examination

### Date

During the examination period, at a CQUniversity examination centre

### Weighting

50%

### Length

120 minutes

### Details

Calculator - all non-communicable calculators, including scientific, programmable and graphics calculators are authorised

Dictionary - non-electronic, concise, direct translation only (dictionary must not contain any notes or comments).

Open Book

## Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the [Student Academic Integrity Policy and Procedure](#). This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

### What is a breach of academic integrity?

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

### Why is academic integrity important?

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

### Where can I get assistance?

For academic advice and guidance, the [Academic Learning Centre \(ALC\)](#) can support you in becoming confident in completing assessments with integrity and of high standard.

### What can you do to act with integrity?



**Be Honest**

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



**Seek Help**

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



**Produce Original Work**

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem