



# COIT20246 *ICT Services Management*

## Term 3 - 2019

Profile information current as at 14/12/2025 04:57 am

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

Information and Communications Technology (ICT) services management concerns the activities related to designing, delivering and managing the way computers, networks and information systems are used in modern organisations. In this unit, you will discover 'what' needs management as well as 'how' those elements can best be deployed. You will learn about low-level computer hardware, operating systems and networking before gaining an understanding of how modern Information Systems are designed and implemented. Your studies will focus on technology use, governance, and management best practices. Additionally, you will be made aware of the legal, ethical, and professional implications of your actions in the workplace.

#### 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 3 - 2019

- Brisbane
- Melbourne
- Online
- 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 Students / Teaching team

##### Feedback

Feedback indicates there may be sections of the Information Systems (IS) content that overlaps with or is duplicated in other core units.

##### Recommendation

Review content in COIT20246 with respect to other core units, identify any content duplication and effect changes if necessary.

## 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



### Alignment of Assessment Tasks to Learning Outcomes

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

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
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 (2016)

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

Pearson

ISBN: 9781488612732

Binding: Paperback

[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

**Santoso Wibowo** Unit Coordinator

[s.wibowo1@cqu.edu.au](mailto:s.wibowo1@cqu.edu.au)

## Schedule

### Week 1 - 11 Nov 2019

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 - 18 Nov 2019

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

### Week 3 - 25 Nov 2019

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

### Week 4 - 02 Dec 2019

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

### Vacation Week - 09 Dec 2019

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

Week 5 - 16 Dec 2019		
Module/Topic	Chapter	Events and Submissions/Topic
Network security	Textbook Week 5	
Week 6 - 23 Dec 2019		
Module/Topic	Chapter	Events and Submissions/Topic
Network Management	Textbook Week 6	<b>Quiz 1</b> Due: Week 6 Thursday (26 Dec 2019) 2:00 pm AEST
Week 7 - 06 Jan 2020		
Module/Topic	Chapter	Events and Submissions/Topic
Information Systems Concepts	Textbook Week 7	
Week 8 - 13 Jan 2020		
Module/Topic	Chapter	Events and Submissions/Topic
Databases	Textbook Week 8	
Week 9 - 20 Jan 2020		
Module/Topic	Chapter	Events and Submissions/Topic
Developing Information Systems	Textbook Week 9	
Week 10 - 27 Jan 2020		
Module/Topic	Chapter	Events and Submissions/Topic
Implementing Information Systems	Textbook Week 10	
Week 11 - 03 Feb 2020		
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 (6 Feb 2020) 2:00 pm AEST <b>Written Assignment</b> Due: Week 11 Thursday (6 Feb 2020) 2:00 pm AEST
Week 12 - 10 Feb 2020		
Module/Topic	Chapter	Events and Submissions/Topic
IT Service Management + Revision	Web resources (see unit web site)	
Exam Week - 17 Feb 2020		
Module/Topic	Chapter	Events and Submissions/Topic

## Assessment Tasks

### 1 Quiz 1

#### Assessment Type

Online Quiz(zes)

#### Task Description

You must complete an online Moodle quiz containing 30 multiple choice questions on topics from Week 1 to Week 5. You may attempt the quiz as many times as you wish, however your result will be based on your **FINAL** attempt. Details on the conditions, 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 (26 Dec 2019) 2:00 pm AEST

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

**Return Date to Students**

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

**Graduate Attributes**

- Knowledge
- Communication

## 2 Quiz 2

**Assessment Type**

Online Quiz(zes)

**Task Description**

You must complete an online Moodle quiz containing 30 multiple choice questions on topics from Week 6 to Week 10. You may attempt the quiz as many times as you wish, however your result will be based on your **FINAL** attempt. Details on the conditions, 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 (6 Feb 2020) 2:00 pm AEST

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

**Return Date to Students**

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**

- 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 (6 Feb 2020) 2:00 pm AEST

**Return Date to Students**

Exam Week Friday (21 Feb 2020)

**Weighting**

30%

**Assessment Criteria**

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

**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**

- Contrast various types of computer hardware, network infrastructure, databases and information systems

**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

**Exam Conditions**

Open Book.

**Materials**

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

## 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