COIT20246 *ICT Services Management*
Term 2 - 2020

Profile information current as at 20/04/2024 10:14 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 2 - 2020

- Brisbane
- Melbourne
- Online
- 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. **Online Test**
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 Staff/Student performance data

Feedback
The trial of online test was successful

Recommendation
The outcomes of the online test in Term 2, 2020 should be analysed and should it be deemed successful, the online test should permanently replace the traditional exam even when face-to-face classes resume.

Feedback from Staff/Students

Feedback
The use of online (Zoom) tutorials limits engagement with students

Recommendation
While there are no alternatives at the moment, the use of these online tutorials needs to be closely monitored, as do the class sizes.

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 - Online Test - 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 - Online Test - 50%	◦	◦				◦		

Textbooks and Resources

Textbooks

COIT20246

Prescribed

ICT Services Management
3rd edition (2016)
Authors: Brookshear & Brylow, Panko & Panko and Laudon & Laudon
Pearson
Sydney , NSW , Australia
ISBN: 9781488612732
Binding: Paperback

Additional Textbook Information
This unit has an Open Book exam, which means only paper texts are allowed in. Order your copy at the CQUni Bookshop here: http://bookshop.cqu.edu.au (search on the Unit code)

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

Nahina Islam Unit Coordinator
n.islam@cqu.edu.au

Schedule

Week 1 - 13 Jul 2020

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 - 20 Jul 2020

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

Week 3 - 27 Jul 2020

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

Week 4 - 03 Aug 2020

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

Week 5 - 10 Aug 2020

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

Mid-Term Break - 17 Aug 2020

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

Week 6 - 24 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Network Management	Textbook Week 6	**Quiz 1** Due: Week 6 Thursday (27 Aug 2020) 2:00 pm AEST

Week 7 - 31 Aug 2020

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

Week 8 - 07 Sep 2020

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

Week 9 - 14 Sep 2020

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

Week 10 - 21 Sep 2020

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

Week 11 - 28 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Legal, Ethical and Professional Issues	Textbook Week 11 + Web resources (see unit web site)	**Quiz 2** Due: Week 11 Thursday (1 Oct 2020) 2:00 pm AEST **Written Assignment** Due: Week 11 Thursday (1 Oct 2020) 2:00 pm AEST

Week 12 - 05 Oct 2020

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

Review/Exam Week - 12 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 19 Oct 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 (27 Aug 2020) 2:00 pm AEST
Warning: the Quiz closes after this time and no further attempts are allowed.

Return Date to Students
Week 6 Thursday (27 Aug 2020)
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 (1 Oct 2020) 2:00 pm AEST
Warning: the Quiz closes after this time and no further attempts are allowed.

Return Date to Students
Week 11 Thursday (1 Oct 2020)
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 (1 Oct 2020) 2:00 pm AEST

Return Date to Students
Review/Exam Week Friday (16 Oct 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

4 online Test

Assessment Type
Online Test

Task Description
Refer to the Moodle unit website for details.

Assessment Due Date

The test will be held during the Term-2 examination period (Week 13-14)- Specific date and time to be advised

Return Date to Students

Grade/Mark will be released after certification

Weighting
50%

Assessment Criteria
Refer to the Moodle unit website for details.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
Refer to 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
- 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
- Summarise the legal, ethical and professional principles and practices that relate to the use of ICT.

Graduate Attributes

- Knowledge
- Communication
- Ethical and Professional Responsibility

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