THE UNIVERSITY OF QUEENSLAND
AUSTRALIA

UQ Business School

HEAD OF SCHOOL
Professor Tim Brailsford

BSIS7202 – Management Systems

St Lucia Campus
Semester 2, 2004

Units:	2
Prerequisites:	Nil
Incompatibles:	CO261 or 806 or COMM2601 or COMM7601 or CS180 or CS190 or CS193 or COMP1000 or COMP1001
Corequisites:	Nil
Assumed Background:	English and Maths

Contact Information

Description	Name	Office	Phone	Email
Course co–ordinator	Dr S. Cockcroft	Colin Clark 39 Room 439	3365 6272	s.cockcroft@business.uq.edu.au
Lecturer	Dr S. Cockcroft	Colin Clark 39 Room 439	3365 6272	s.cockcroft@business.uq.edu.au

Important Dates (2nd Semester 2004):
Final day for cancellation without penalty for academic exclusion and HECS/PELS liability purposes and refund of Student Services Charge and tuition and other fees is 31 August 2004. Late enrolments received after 6 August but before 31 August will not be processed unless accompanied by proof of payment of $50 administrative charge. Late enrolments received after 31 August will not be processed. A student is not regarded as enrolled unless fees and charges have been paid. All enquiries in person should be directed in the first instance to Student Centres.

1.0 OVERVIEW OF THIS COURSE

Knowing how to use computer–based information systems is a basic skill necessary to succeed in any profession or to function effectively in a modern society. This computer–based information systems course introduces fundamental computing concepts and important forthcoming trends. By completing this course, students will attain a basic level of computer and information literacy, a strong knowledge of theoretical computing and information systems fundamentals, as well as an awareness of the possibilities and limitations of existing technological solutions. Furthermore, students will gain hands–on experience with the most popular personal productivity tools including electronic communication tools. Students will also learn the underlying concepts for each software tool and the problem–solving approach to development of

spreadsheet and database applications. Finally, this course will help students to develop an ongoing interest in exploring new possibilities and to gain the confidence to face future challenges in the ever–changing world of computer–based information systems.

The focus of learning in this course is primarily on students gaining practical, hands–on experience with computer–based information systems, especially important software tools. The emphasis of this practical approach is the solution of relevant problems using computer–based information systems. This is necessarily supplemented by the requisite level of concept learning and knowledge acquisition.

2.0 OBJECTIVES

On completion of this course, students should be able to:

A. demonstrate the basic level of computer and information literacy skills such as problem–solving approaches to design and implementation of spreadsheet, word processing and database applications, effective use of the Internet, Web design, email and multimedia applications;
B. demonstrate theoretical knowledge of computing and information systems fundamentals as well as the latest trends in information systems theory and practice;
C. make informed decisions on purchase and installation of new software/hardware components and upgrade of the existing ones.

3.0 GRADUATE ATTRIBUTES

The desired graduate attributes for students completing BSIS7202 include developing and demonstrating the following competencies:

3.1 KNOWLEDGE OF THE FIELD OF STUDY

- A working knowledge of problem–solving approaches to design and implement spreadsheet and database applications. The ability to design and apply Internet, email, Web pages, and multimedia solutions to current enterprise problems.
- A practical knowledge of using computer applications for solving business problems, including Microsoft EXCEL and ACCESS to construct models of financial and management systems in organizations, and the Internet to share and exchange information with other locations, and to access databases.
- An understanding of how other disciplines relate to computer–based information systems.

3.2 EFFECTIVE COMMUNICATION

- The ability to collect, analyse and organise information and ideas and to convey those ideas clearly and fluently, in both written and spoken forms.
- The ability to engage effectively and appropriately with information and communication technologies.

3.3 INDEPENDENCE AND CREATIVITY

- The ability to work and learn independently.
- The ability to generate ideas and adapt innovatively to changing environments.

3.4 CRITICAL JUDGEMENT

- The ability to define and analyse problems
- The ability to apply critical reasoning to computer–based information system issues through independent thought and informed judgement.
- The ability to evaluate opinions, make decisions and to reflect critically on the justifications for decisions.

3.5 ETHICAL AND SOCIAL UNDERSTANDING

- An understanding of social and civic responsibility.
- A knowledge and respect of ethics and ethical standards in relation to computer–based information systems.

4.0 TEACHING AND LEARNING MODES

4.1 Lecture/Whole Group Sessions

TIME AND LOCATIONS:
Lectures times are available from mySI–Net. This course will consist of lectures and tutorials during each of the scheduled weeks. There are 13 lecture sessions commencing in Teaching Week 1.

PROGRAM SCHEDULE

Teaching week	Date	Topic	Readings (Chapters from Stair and Reynolds)
1	26–27 Jul 04	An Introduction to Information Systems in Organizations	Chapter 1
2	2–3 Aug 04	Hardware and Software	Chapter 2
3	9–10 Aug 04	Telecommunications, the Internet, Intranets, and Extranets	Chapter 4
4	16–17 Aug 04	Electronic Commerce and Transaction–Processing Systems; Spreadsheets	Chapter 5 Learning Guide
5	23–24 Aug 04	Organizing Data and Information	Chapter 3
6	30–31 Aug 04	Information and Decision Support Systems	Chapter 6
7	6–7 Sep 04	Specialized Business Information Systems: Artificial Intelligence, Expert Systems, Virtual Reality, and Other Specialized Systems	Chapter 7
8	13–14 Sep 04	Systems Development; Database	Chapter 8 Learning Guide
9	21–22 Sep 04	Security, Privacy, and Ethical Issues in Information Systems and the Internet	Chapter 9
10	4–5 Oct 04	MIST I	Lesarning Guide
11	11–12 Oct 04	MIST II Advanced Excel Features I	Learning Guide
12	18–19 oct 04	Issues in Computing Advanced Excel Features II	Learning Guide
13	25–26 Oct 04	Exam Revision	

Important Dates

Common important dates for Semester 2, 2004.

Monday 26 July 2004	Classes begin
Wednesday 11 August 2004	Public Holiday (Exhibition Day)
Monday 27 Sept – Saturday 2 Oct 2004	Mid–Semester Break
Saturday 30 October 2004	Classes end
Monday 8 Nov – Saturday 20 Nov 2004	Examination period

4.2 Tutorial/Small Group Sessions

4.2.1 INTRODUCTION

Tutorials/Small group sessions in this course are conducted each week commencing in Teaching Week 2. Class sizes are limited. Times and registration for these sessions are available through mySI–Net. You must sign on for your preferred session electronically. Should you experience problems, please contact the teaching staff in Teaching Week 1. Once you are included in a group, you should attend that group only each week. Changes will be permitted only in exceptional circumstances, and only after discussion with teaching staff.

Tutorials will normally be divided into two parts. The first part of the tutorial is focused on discussion of the theoretical concepts underlying the use of information systems. The questions in the Learning Guide will form the basis for this discussion. The second part of the tutorial is devoted to hands–on computer activities designed to familiarise yourself with the software packages that we will be using. This part of the tutorial will give you time to complete tutorial assessments and provide important practice for assignments.

It is the Course Coordinator's expectation that tutorials in this course will be conducted in a professional and conscientious manner. It is expected that every question on the tutorial sheet will be fully discussed by the tutor and that student participation will be encouraged.

TUTORIAL SCHEDULE

Teaching week	Date	Topic	Activities
1	**Week begin** 26 July	No tutorial this week	–
2	2 August	File management and Email Issues	Refer Learning Guide for all tutorial material
3	9 August 11 August	The Internet, Web Pages 1: HTML Code Exhibition Holiday	–
4	16 August	Electronic Commerce, Web Pages 2: Forms	–
5	23 August	Hardware and Storage, Web Pages 3: Publishing	–
6	30 August	Database, Access 1:Tables and Forms	–
7	6 September	Security, Access 2: Reports and Queries	–
8	13 September	Spreadsheet, Excel 1: Intro, Formulae and Formatting	–
9	20 September	Excel 2, Functions, Graphs, and Data Consolidation	–
10	4 October	Information Systems, Excel 3: Data Management	–
11	11 October	Developing Information Systems, Excel 4: Macros / MIST	–
12	18 October	MIST / Current Issues in Computing	–
13	25 October	Review	

4.3 Consultation

Teaching staff are there to assist you. All staff members have set consultation times during which you may see them without making an appointment. Consultation times for lectures and tutors are posted on the course website and on individual staff member's doors. Consultation outside of these times is by appointment only.

If you have questions or points that require clarification, you may visit during consultation times, phone, or email to discuss questions during the semester. If staff members are unavailable, leave a message with your name and telephone number or send them an email. Note that while staff will attempt to respond to email in a timely manner, a response in less than 3 working days during semester should not be expected.

Where applicable, you may also use the course's online Discussions to seek assistance from both your peers and staff. Messages will be posted on this venue regularly and you must take the time to read these each week. All content related discussions (ie announcements about the course) will take place in the Main topic that is a public forum that everyone in the course is able to access and read.

4.4 Administration

All content related questions and specific questions re the administration of this course should, in the first instance be directed to the course coordinator and tutor/s involved in delivery of the course. Content matters that cannot be dealt with by the lecturer should then be referred to the course co−ordinator. General administrative questions (for example centrally timetabled exams, room venues, etc) may be addressed to the UQ Business School Office on Level 2 of the Colin Clark Building, St Lucia Campus.

5.0 RESOURCES REQUIRED AND AVAILABLE

5.1 Prescribed textbooks

The following texts (all published by Thomson Learning) are available from the University Bookshop as a shrink−wrapped package.

Stair, R and Reynolds, G, *Fundamentals of Information Systems* (2nd. Edn)

Brady, J and Monk, E, *Problem−Solving Cases in Access and Excel*

5.2 Other references

From time to time, supplementary material may be added to the BSIS7202 WebCT site − students are required to keep up to date with additional material by regularly checking this site.

5.3 Learning guide

In addition to the above texts, a Learning Guide will be used in this course to guide tutorial work and provide weekly reading material. The Learning Guide contains a weekly lecture and tutorial guide, detailing the knowledge−based modules that are covered in the course, together with the lectures, tutorials, and reading that make up each module. The Learning Guide for this course is available for sale from the photocopy shop, but may also be downloaded from the BSIS7202 WebCT site or borrowed from the Social Sciences & Humanities library.

5.4 WebCT

WebCT is an on−line course tool. It contains the BSIS7202 course outline, learning guide, calendar, discussion list and other resources. You should check the discussion list and calendar at least once a week.

6.0 ASSESSMENT

6.1 Policies

The school abides by the policies set forth by the University. These policies are listed in the Handbook of University Policies and Procedures. These policies may be viewed on the University of Queensland website. It is each student's responsibility to attend classes and consult designated notice boards and websites for correct and up−to−date information regarding the course, including examination times. Relying on fellow students to pass on information may result in incorrect information for which the University will not be held responsible.

6.2 Assessment details

A student's final grade in the course will be determined by the following assessment. Section 6.3 contains details of the process of awarding the final grades.

Assessment Item	Individual/Group	Form of Assessment	Weighting	Date or Due date	Course Objective Tested
1. Assignment HTML	Individual	Design, create and upload personal webpage	20%	3 September	A
2. Assignment Excel/Access	Individual or Pair	Spreadsheet, database and presentation software activities	30%	25 October	A, C
3. Final Examination	Individual	Exam	50%	Exam Period	A, B, C

6.2.1 Assignments

BSIS7202 assignments are submitted electronically. The HTML assignment requires that you forward your tutor the URL for your personal webpage. It is the **student's responsibility** to **ensure** their tutor is in receipt of the URL prior to the due time and date. The Excel/Access assignment is submitted via an electronic dropbox on WebCT. The dropbox is set to close at the due time and date. Assignments cannot be submitted electronically after that time and date. Penalties for late and/or incorrect submission will apply.

The granting of extensions must be made to the Course Coordinator and contain documentation satisfactorily supporting the request. A request form stating length of extension and agreed new date for submission must then be completed and signed by both the Course Coordinator and the student and a copy returned to the student.

Items (for which no extension has been granted) submitted after the due date and time, incur a late submission penalty. The penalty is at the rate of 5% (0.4 of a grade) of the total available marks for that particular piece of assessment, for each calendar day or part thereof that the item is overdue.

The UQ Business school's preferred referencing style is Harvard. Details explaining this referencing technique may be found on the library website http://www.library.uq.edu.au/training/citation/harvard.html

Assignments must be substantially your own work. If you wish to report another author's point of view you should do so in your own words, and properly footnote the reference in accordance with the School style. Direct quotations should be used sparingly, form a small part of your work, and must be placed in quotation marks and referenced. Any material taken from texts and other references, including electronic resources, CD−ROMS, and the Internet, must be acknowledged.

Students are encouraged to discuss issues that arise in this course together, however, the written work you submit must be entirely your own. Similarly, you must not help another student to cheat by lending assignments (present or past). The submission of work or ideas which are not your own and for which you claim credit is called plagiarism. This is a form of cheating with consequences as outlined in Section 8 below.

6.2.2 Final exam

There will only be one exam in this course at the end of semester. The exam will test knowledge of the course material covered using problems involving application of techniques, and interpretation of findings. The exam will consist of multiple choice questions and written problems/questions. The multiple choice questions provide a measure of general knowledge gained from sources including the prescribed textbook, workbooks, general reading from technical and popular publications and other media. Written questions are used to test students' deeper understanding of specific areas and issues within information systems discussed in lectures and tutorials. Both types of questions in the exams will be designed to test your understanding of the course, including questions relating directly to the assignments.

The exam contributes 60% towards the final semester mark and will consist of multiple choice questions and written problems/questions. The format of the final exam will be advised later in the semester.

All final exams will be held during the official examination period. Only one examination paper per course will be set irrespective of location (i.e., Ipswich and St Lucia).

Any issues regarding the administration of, timetabling of and non attendance at final examinations need to be directed to the University of Queensland Examinations Sections. These issues are not the responsibility of the individual course coordinator.

6.2.3 Special Examinations

A student who is unable to sit or complete a scheduled final examination must apply for a special examination within 7 days of the end of the examination period. Applications should be lodged at a Student Centre for submission to the Examinations Section, who will forward it to the appropriate Faculty/School administration. For evidence required and time limits see Assessment Rules 1A.14 as listed in the University of Queensland Handbook. Faculties may approve applications for special examinations under the broad headings medical, compassionate or exceptional circumstances. Special examinations are not automatically granted. All applications are assessed on a case–by–case basis and may require an interview where it is considered necessary to appraise the student's position in more detail. Directors of Studies will identify and provide appropriate advice to students applying repeatedly for special examinations, including referral to Student Support Services and the Disability Program.

6.3 Allocation of Grades

Grades will be allocated according to University–wide standards of criterion Based Assessment.
The following generic descriptors provide a university–wide point of reference for these standards (Note: Each passing grade subsumes and goes beyond the grades lower than it.)

Grade	Description of Grade	Cut Off % Range	Cumulative Weighted Grade
1 (Serious Fail)	Fails to satisfy most or all of the basic requirements of the course.	0 – 29	0 – 1.99
2 (Fail)	Fails to satisfy some of the basic requirements of the course.	30 – 45	2.0 – 3.74
3 (Pass Conceded)	Falls short of satisfying all basic requirements for Pass but can be granted concession for deficiencies through : · being close to satisfactory overall, or · having compensating strengths in some aspects of the course, or · having compensating strengths in other courses, or · other mitigating considerations.	46 – 49	3.75 – 3.99
4 (Pass)	Satisfies all of the basic learning requirements for the course, such as knowledge of fundamental concepts and performance of basic skills ; demonstrates sufficient quality of performance to be considered satisfactory or adequate or competent or capable in the course.	50 – 64	4.0 – 4.79
5 (Credit)	Demonstrates ability to use and apply fundamental concepts and skills of the course, going beyond mere replication of content knowledge or skill to show understanding of key ideas, awareness of their relevance, some use of analytical skills, and some originality or insight.	65 – 74	4.8 – 5.79
6 (Distinction)	Demonstrates awareness and understanding of deeper and subtler aspects of the course, such as ability to identify and debate critical issues or problems, ability to solve non–routine problems, ability to adapt and apply ideas to new situations, and ability to invent and evaluate new ideas.	75 – 84	5.8 – 6.19
7 (High Distinction)	Demonstrates imagination, originality or flair, based on proficiency in all the learning objectives for the course ;	85+	6.2 – 7.0

	work is interesting or surprising or exciting or challenging or erudite.		

Note: To be awarded a passing grade or higher, a student must achieve an overall passing grade and demonstrate competence in their aggregated individually completed assessment items.

6.4 Student Access to Feedback on Assessment

Policy on Consultation for Progressive Assessment

Whilst staff members are genuinely sympathetic to assessment grievances, individual reviews of progressive assessment is not feasible on a large scale. Accordingly, following the release of marks, consultation will be strictly limited as follows:

1   Students will be seen only in designated consultation hours, or by appointment.
2   No consultation will occur on the day of the release of marks.
3   The consultation period will be limited.
4   Priority at all times will be given to those students who did not achieve the pass mark for that piece of assessment.

Viewing of Final Examination Papers

- Students visit the UQ Business School Reception area, and complete an Viewing of Examination form.
- The original form is kept by the School Office and a copy is given to the student.
- Completed forms must be submitted to the School Office by the end of the first week of the subsequent semester at the latest.
- Examination papers of those students who have submitted a completed form to the School Office will be available for viewing during the following relevant session.
- The sessions are scheduled as follows: in the case of first semester examinations during the third teaching week in semester two; and in the case of second semester examinations and summer examinations during the third teaching week in the following semester one.
- The only opportunity for students to view their final exam paper is during the above sessions. Exam papers cannot be viewed by approaching individual staff outside of these times, except for December graduands (see below).
- Students completing their final courses in semester two and graduating in December may wish to see their final exam before graduation. Such cases are handled on a case−by−case basis with the individual staff member.
- The location and the hours during which papers may be viewed will be published on the School's website and will be available from the School Reception area.
- The student will be given their exam paper and the suggested answers (or the marking guide) which they may view on site.
- No exam papers may be taken out of the viewing room.
- No bags may be taken into the viewing room.
- At the time of viewing the exam papers, the Course Coordinator or their authorised delegate must be available in the viewing room.

While errors in marking will be corrected, there is no re−grading of exams.

6.5 Appeal Against Results

Should a student feel that the mark allocated does not reflect the standard of her/his work, then she/he is encouraged to discuss the matter with the course co−ordinator. In the event of course−based disputes not being resolved with the course co−ordinator, the student may appeal to the relevant Head of School and then the Director of Studies of the BEL Faculty.

7.0 USE OF DICTIONARIES AT EXAMINATIONS

Students may request the use of dictionaries supplied by the Examinations Section.

Procedures have also been developed to assist students who may need to access a bilingual dictionary during examinations. Contact examinations for details.

8.0 STUDENT MISCONDUCT AND PLAGIARISM

Plagiarism is the action or practice of taking and using as one's own, the thoughts or writings of another without acknowledgment. Reproduction and presentation of the work of others without acknowledgment is the attempt by an individual to receive credit for the ideas or felicitous language of others.

Students are encouraged to discuss together issues that arise in this course, however, the written work you submit must be entirely your own. Similarly, you must not help another student by lending assignments or parts thereof, including past work. Collaborating with another student about assessable work and representing that as individual work is regarded as an act of cheating. Under the relevant University Statute, plagiarism and cheating constitute misconduct.

The School policy is to treat all suspected cases of misconduct as serious. In such cases, students will be charged under the Student Discipline and Misconduct Statute and appropriate mechanisms for hearing the charge will be instigated. Students found guilty will receive a penalty.

Please do not plagiarise. Plagiarism is an injustice to your colleagues within the class. Any cases of plagiarism detected in a student's work will be prosecuted fully under the University rules. If you are unsure about the nature of or any issues in relation to plagiarism, please discuss the matter with your supervisor, course coordinator, or tutor.

9.0 SUPPORT FOR STUDENTS WITH A DISABILITY

Any student with a disability who may require alternative academic arrangements in the course/program is encouraged to seek advice at the commencement of the semester from a Disability Adviser at Student Support Services.

10.0 COMPUTING FACILITIES

Courses offered by the School of Business extensively utilise the internet and other computer facilities. Students should be familiar with these resources prior to undertaking a course. Computing help and training will be available at each campus and is usually free to UQ students. AskIT, available through the University of Queensland Library, offers computing help and training free to UQ students. Contact the AskIT Desk, Level 2 Duhig Bldg at St Lucia, or Building 8 at Ipswich, or lower level of Gatton library.