

**City University of Hong Kong
Course Syllabus**

**offered by Department of Information Systems
with effect from Semester A 2017 / 2018**

Part I Course Overview

Course Title: Global Information Technology & Knowledge Management Consulting

Course Code: IS6602

Course Duration: One Semester (13 weeks)

Credit Units: 3

Level: P6

Medium of Instruction: English

Medium of Assessment: English

Prerequisites:
(Course Code and Title) Nil

Precursors:
(Course Code and Title) Nil

Equivalent Courses:
(Course Code and Title) Nil

Exclusive Courses:
(Course Code and Title) Nil

Part II Course Details

1. Abstract

This course aims to:

- Introduce students to the foundations of global information technology (IT) and knowledge management (KM) consulting;
- Prepare students to take on practical consulting assignments related to the development of global IT and global KM;
- Ensure that students are familiar with current methodological tools and techniques appropriate to IT and KM consulting;
- Provide the skills to bridge the gap between clients and consultants, with particular focus on communication and problem diagnosis.

2. Course Intended Learning Outcomes (CILOs)

(CILOs state what the student is expected to be able to do at the end of the course according to a given standard of performance.)

No.	CILOs	Weighting (if applicable)	Discovery-enriched curriculum related learning outcomes (please tick where appropriate)		
			A1	A2	A3
1.	Demonstrate the attitude and ability to discover and describe the fundamental characteristics of global IT and KM consulting.	20%	✓	✓	
2.	Explain the use of different tools and techniques in support of consulting projects.	20%			
3.	Assess the respective needs and aspirations of clients and consultants.	20%		✓	
4.	Demonstrate the ability to negotiate simple but innovative contracts for global IT and KM consulting.	15%		✓	
5.	Demonstrate the ability to develop creative and consumable solutions for global IT and KM consulting based on the methodological and practical issues discussed in class.	15%	✓	✓	✓
6.	Evaluate the progress and outcomes of global IT and KM consulting implementations.	10%			
		100%			

A1: Attitude

Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability

Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to self-life problems.

A3: Accomplishments

Demonstrate accomplishment of discovery/innovation/creativity through producing/constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

3. Teaching and Learning Activities (TLAs)

(TLAs designed to facilitate students' achievement of the CILOs.)

Seminar : 39 hours

TLA	Brief Description	CILO No.						Hours/week (if applicable)
		1	2	3	4	5	6	
TLA1: Seminar	This course will be most effective if organised as a seminar. It will incorporate a mix of traditional lecture with more interactive student participation, and hands-on exercises. The concepts and general knowledge about using disruptive technologies (such as cloud computing, big data and digitization) to solve global business problems will be covered. Students will be strongly encouraged to participate proactively so as to provide and receive feedback and reflections.	✓	✓	✓	✓	✓	✓	

4. Assessment Tasks/Activities (ATs)

(ATs are designed to assess how well the students achieve the CILOs.)

Assessment Tasks/Activities	CILO No.						Weighting	Remarks
	1	2	3	4	5	6		
Continuous Assessment: 50%								
<u>AT1. Team Project</u> The project, including written report and presentation, requires students to engage in more practical analysis and implementation of both the technical skill sets and their communication skills.	✓	✓	✓	✓	✓	✓	30%	
<u>AT2. Class Participation</u> All students are encouraged to participate proactively in class. This AT measures the extent to which they do so.	✓	✓	✓	✓	✓	✓	20%	
Examination: 50% (duration: one 2-hour exam)								
<u>AT3. Final Examination</u> The purpose of the examination is to assess students' overall competence level in the domain areas.	✓	✓	✓	✓	✓	✓	50%	
							100%	

Note: Students must pass BOTH coursework and examination in order to get an overall pass in this course.

5. Assessment Rubrics

(Grading of student achievements is based on student performance in assessment tasks/activities with the following rubrics.)

Assessment Task	Criterion	Excellent (A+, A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
AT1 Team Project	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to explain the use of different tools and techniques in support of consulting projects.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to assess the respective needs and aspirations of clients and consultants.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Ability to demonstrate the ability to innovatively negotiate simple contracts for global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to demonstrate the ability to creatively develop simple solutions for global IT and KM consulting based on the methodological and practical issues discussed in class.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to evaluate the progress and outcomes of global IT and KM consulting implementations.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	AT2 Class Participation	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of global IT and KM consulting.	High	Significant	Moderate	Basic
Capability to explain the use of different tools and techniques in support of consulting projects.		High	Significant	Moderate	Basic	Not even reaching marginal levels
Capability to assess the respective needs and aspirations of clients and consultants.		High	Significant	Moderate	Basic	Not even reaching marginal levels
Ability to demonstrate the ability to innovatively negotiate simple contracts for global IT and KM consulting.		High	Significant	Moderate	Basic	Not even reaching marginal levels
Capability to demonstrate the ability to creatively develop simple solutions for global IT and KM consulting based on the methodological and practical issues discussed in class.		High	Significant	Moderate	Basic	Not even reaching marginal levels
		High	Significant	Moderate	Basic	Not even reaching marginal levels

	Capability to evaluate the progress and outcomes of global IT and KM consulting implementations.	High	Significant	Moderate	Basic	Not even reaching marginal levels
AT3 Final Examination	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to explain the use of different tools and techniques in support of consulting projects.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to assess the respective needs and aspirations of clients and consultants.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Ability to demonstrate the ability to innovatively negotiate simple contracts for global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to demonstrate the ability to creatively develop simple solutions for global IT and KM consulting based on the methodological and practical issues discussed in class.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to evaluate the progress and outcomes of global IT and KM consulting implementations.	High	Significant	Moderate	Basic	Not even reaching marginal levels

Part III Other Information (more details can be provided separately in the teaching plan)

1. Keyword Syllabus

(An indication of the key topics of the course.)

Principles and processes of global IT and KM consulting; Cases from consultants about IT and KM consulting projects; Re-engineering analysis for global IT and KM consulting; Methodological tools and techniques appropriate to the consulting profession; Legal, cultural and ethical issues related to global IT and KM consulting; Consulting project management; Communication, Negotiation and Diagnostic skills associated with the consulting profession.

2. Reading List

2.1 Compulsory Readings

(Compulsory readings can include books, book chapters, or journal/magazine articles. There are also collections of e-books, e-journals available from the CityU Library.)

1.	Nil
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2.2 Additional Readings

(Additional references for students to learn to expand their knowledge about the subject.)

1.	Cope, Mick, <u>The Seven Cs of Consulting: The Definitive Guide to the Consulting Process</u> , 3 rd edition, Pearson, 2010.
2.	Wickham, Louise and Jeremy Wilcock, <u>Management Consulting: Delivering an Effective Project</u> , 4 th edition, Pearson, 2012.
3.	O'Mahoney, Joe, <u>Management Consultancy</u> , Oxford University Press, 2 nd edition, 2013.
4.	Blokdijs, Gerard, <u>IT consulting - Simple Steps to Win, Insights and Opportunities for Maxing Out Success</u> , Complete Publishing, 2015.
5.	Case studies and articles from the Internet as well as academic and practitioner journals.