

IS3237: INFORMATION SERVICES FOR BUSINESS ORGANIZATIONS

Effective Term

Semester A 2022/23

Part I Course Overview

Course Title

Information Services for Business Organizations

Subject Code

IS - Information Systems

Course Number

3237

Academic Unit

Information Systems (IS)

College/School

College of Business (CB)

Course Duration

One Semester

Credit Units

3

Level

B1, B2, B3, B4 - Bachelor's Degree

Medium of Instruction

English

Medium of Assessment

English

Prerequisites

Nil

Precursors

Nil

Equivalent Courses

Nil

Exclusive Courses

Nil

Part II Course Details

Abstract

To identify the information services required to run business offices including developing information repositories, multi-media reporting, blog management, facilitating eLearning, protecting organization knowledge resources (security and IP issues), etc. To select and deploy appropriate IS skills and knowledge to support the information services required to run business offices.

Course Intended Learning Outcomes (CILOs)

	CILOs	Weighting (if app.)	DEC-A1	DEC-A2	DEC-A3
1	Apply IS Information Services techniques for business reporting and information storage management e.g. business reporting, multimedia data management etc.;	30	x	x	
2	Examine how the application of information services such as Blog creation and management, Webpage creation and management, eLearning/ knowledge management, multi-media data management, advanced decision-making skills using MS Access/ Excel, data mining, etc. to support business office operations;	30			
3	Appraise the Security, Legal, Business Professional and Ethics issues in the information services;	30			
4	Exercise good communication and interpersonal skills in proposing and presenting appropriate skills and knowledge to support information services required to support business offices.	10			

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 real-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.

Teaching and Learning Activities (TLAs)

	TLAs	Brief Description	CILO No.	Hours/week (if applicable)
1	TLA1:Lecture	Concepts on IS Services.	1, 2, 3	Lecture:2 Hours/ WeekWorkshop:1 Hour/ Week
2	TLA2:Demonstrations	How the IS Services skills and techniques can be used.	1, 2, 3, 4	Lecture:2 Hours/ WeekWorkshop:1 Hour/ Week

3	TLA3:Lab Exercises/ Practical/ Workshop	Hands-on skills on applying the IS Services skills and techniques taught in lectures are practiced by students via case exercises, games and role-playing exercises.	1, 2, 3, 4	Lecture:2 Hours/ Week Workshop:1 Hour/ Week
4	TLA4:Case Studies/ Company Visits	Real-life cases or company visits are used to help the students appreciate the importance of IS services.	1, 2, 3	Lecture:2 Hours/ Week Workshop:1 Hour/ Week
5	TLA5:Group Project	This allows students to integrate the skills and knowledge acquired through the course.	1, 2, 3, 4	Lecture:2 Hours/ Week Workshop:1 Hour/ Week

Assessment Tasks / Activities (ATs)

ATs	CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1 AT1: Class and Tutorial Participation This will reflect the students' participation in classes, tutorial sessions and on-line discussions. Students are encouraged to attend those sessions and actively participate in discussions. This is an individual mark.	1, 2, 3, 4	10	
2 AT2: In-class Assignments There will be one to two in-class assignments to be submitted in class to test the understanding of the students half way through the course. This is an individual mark.	1, 2	10	
3 AT3:Group Project The project includes the following components: An interim group report that describes the background of the project, the scope of the work and the work breakdown structure. A final group report. A final project presentation.	1, 2, 3, 4	30	

Continuous Assessment (%)

Examination (%)

50

Examination Duration (Hours)

2

Assessment Rubrics (AR)

Assessment Task

AT1:Class and Tutorial Participation

Criterion

CILO1- 4Actively participate in class and tutorial sessions and on-line discussions; andAchieve an attendance of 80% or more.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT2: In-class Assignments

Criterion

CILO1 & 2Demonstrate an in-depth understanding on what project management is and its associated skills and techniques.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3:Group Project

Criterion

CILO1- 4Interim and final reportDemonstrate good understanding of the basic project management concepts.In-depth thought and research has been made in applying the skills and techniques learnt in class to the project.The report has covered all the specified requirements.The report is well-structured, well-written and well presented.Peer evaluation report reflects at least an average contribution ratio.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3:Group Project

Criterion

CILO2 & 3Group presentationThe presentation is well-structured and presented in a logical sequence. Time control is good. PowerPoint slides are of high quality.The team is able to tackle all/most of the questions raised.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3:Group Project

Criterion

CILO1 – 3Individual performance in presentationExcellent presentation skills and language skills.Appropriate use of visual aids in presentation.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT4: Examination

Criterion

CILO1 Evidence of good understanding of the importance of good project management to an IT/IS project.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT4: Examination

Criterion

CILO2 Accurately describe all/most key concepts; and demonstrate a thorough understanding of all/most of the terms and techniques.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT4: Examination

Criterion

CILO3 Demonstrate the ability to apply all/most of the skills and techniques learnt to the management of IT/IS projects.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Part III Other Information**Keyword Syllabus**

Introduction to Information Services
 Information Services Support E-Learning Environment
 Multi-Media Data Repository Management Information Services
 Business Reporting Information Services
 Information Services to Support Knowledge Management
 Security, Ethical & Communications Issues in Information Services
 Project Presentation

Reading List**Compulsory Readings**

Title	
1	Thejendra B.S, Practical IT service management: a concise guide for busy executives, 2nd edition, 2014.

Additional Readings

Title	
1	Michael E. Whitman, Herbert J. Mattord, Principles of Information Security, 4th Edition, 2012.
2	Valerie Zeithalm, Mary Jo Bitner, Services Marketing, 6th edition.

3	Jo Bryson, Managing information services: a sustainable approach. Farnham, Surrey: Ashgate Publishing, c2011.3rd ed.
4	Joseph B. Miller, Internet technologies and information services. Westport, Conn.: Libraries Unlimited, 2009.