



APPLIES TO ACADEMIC YEAR 2008/2009

## EXC 2402 Information Technology Management

### Program

Exchange Program

### Responsible for the course

Ragnvald Sannes

### Department

Department of Leadership and Organizational Behaviour

### Term

According to study plan

### ECTS Credits

6

### Language of instruction

English

Information Technology Management is an introductory course offered to exchange students. Information technology is a key element in globalisation, innovation and collaboration. Seamless integration of local, interorganisational and global business processes is enabled by information technology. Service and product innovation is based on the use of information technology. The Internet and the world wide web have revolutionised customer service and give ground to new and innovative business models. Students will be given an opportunity to explore some of the driving forces behind these developments.

### Objective

Students will in this course be prepared to take part in decisions about information technology applications in business processes and business models.

1. Learn basic technology concepts
2. Learn analytical frameworks, theories and models
3. Experience by the application of these frameworks on selected cases
4. Hands-on experience by exercises and assignments

### Prerequisites

None.

### Compulsory literature

#### Books:

Laudon, K.C. and J.P. Laudon. 2006. Management information systems: Managing the digital firm. 10th ed. Upper Saddle River, N.J.: Pearson/Prentice Hall

#### Other:

Additional reading package of selected papers

### Recommended literature

#### Books:

Friedman, Thomas L. 2007. The world is flat : a brief history of the twenty-first century. 3rd. Picador

Krug, Steve. 2006. Don't make me think! : a common sense approach to Web usability. 2nd updated ed. Berkeley, Calif. : New Riders

### Course outline

Topic I: Foundations: business strategy and technology

- Introduction to information technology management
- Technology trends: Convergence, disruptive innovations
- Business models and value creation
- Business process and information technology
- Globalisation and a flat world?

Topic II: The technology platform

- Technology trends
- The information resource
- Communication

- Information systems
- Topic III: Building and managing systems
- Business processes, innovation and change
  - Project management
  - IT Governance, frameworks for IS management

### **Computer-based tools**

The Internet

### **Course structure**

The course will be given in a mixed mode of lectures, case discussions, home assignments. The course duration is 36 teaching hours.

### **Evaluation**

Process evaluation. The process evaluation consists of home assignments, class participation and a student project.

Home assignments and class participation counts 50% of the final grade.

The student project counts 50% of the final grade. The student project is handed out on the first lecture, and can be solved individually or in groups of 2-3 students. The hand-in date is set two weeks after the last session.

### **Evaluation code(s)**

EXC 24021 - Process evaluation counts 100% of the final grade in EXC 2402 Information Technology Management, 6 credits.

### **Aids at the examination**

All aids are allowed.

Exam aids at written examinations are explained under exam information in our web-based Student handbook. Please note use of calculator and dictionary.

<http://www.bi.edu/studenthandbook/examaids>

### **Makeup exam**

A re-sit is held in at the next scheduled exam in the course. Students who are taking new exam must take the course all over including all parts of evaluation.