MSc Business Information Systems Management (BISM)

Programme Handbook 2015-16

Department of Mathematics & Information Sciences (MIS)

Faculty of Engineering & Environment

Contents

1   Welcome from the Programme Leader

On behalf of the MSc. Business Information Systems Management (BISM) programme team may I welcome you to University of Northumbria. I hope your time here will be enjoyable and that you will take full advantage of the opportunities offered as a student at Northumbria University.

This handbook is designed to give you general programme related information concerning assessment and syllabus details, as well as other academic information.   More specific information concerning the university can be found in the Faculty Handbook, and there should also be a lot of valuable information available via the website. It is important that you read these documents thoroughly to ensure that you are fully conversant with the facilities and support services offered by the university. I would also like to draw your attention to our commitment to equal opportunities which all staff and students are obliged to abide by.

Obviously, a programme of this nature brings together a group of individuals with differing backgrounds and experiences.   Some of you may initially have difficulty in adapting to the demands placed upon you on returning to an academic environment. This is not unusual and is often overcome from within the group itself by colleagues offering support and pooling expertise, as necessary.   Help is also at hand from the lecturing team, most of whom have been involved with Masters programmes for a considerable number of years.

There will invariably be a few minor hiccups at the start of the semester which I hope can be kept to a minimum and I trust you will support me in my quest to keep the programme running as smoothly as possible. Ultimately, your enjoyment of the programme will centre on commitment to your studies, interaction with fellow colleagues & staff, and your contribution during scheduled class contact sessions.

I wish you luck in your studies and hope that you will use your energies constructively both in relation to the route and the wider university environment. Remember to work hard and play hard to get the most out of your experience at university

Best wishes

Jackie Adamson

Programme Leader

2   About this handbook

This handbook is designed to provide a guide to your programme of study at Northumbria. It should be read alongside the University and Faculty Handbooks/website which contain more general information about being a student at Northumbria within the Faculty of Engineering & Environment

3   Who's who and communication?

3.1   Who to go to for help

You will meet a broad range of academic, administrative and technical staff throughout your studies. The majority of staff will be drawn from the various subject areas within the department. However, we also draw upon subject specialisms outside the department, external consultants, industrialists and advisors.

Staff from the faculty and from the wider university (such as the Library & Learning Services, IT Services and Student Services) are here to help you get the most out of your programme. In this section, we introduce you to some of the key people who will support you at faculty and subject area level. Your subject area is called **Information Sciences** in the Department of Mathematics & Information Sciences.

Faculty Office in Ellison Building (Faculty of Engineering & Environment)

This is a dedicated point of help for students. It should be your first point of contact for all queries.

Office Location: Ellison Building, EB201

Email: ee.studentsupport@northumbria.ac.uk

Telephone: 0191 243 4722

Office hours: 8.30 am – 5 pm Monday to Thursday, 8.30 – 4.30 pm on a Friday

Mathematics & Information Sciences Programme Administrator Team

Your Programme Administration team hold all the key information regarding your programme. This is the team who manage such processes as enrolment, option choice, day to day correspondence, confirmation of attendance letters, marks entry etc. They can be contacted via the Pandon Faculty Office. The current team for the Information Sciences cluster of programmes (which includes MSc BISM) is shown below:

Name	Position	Tel.	Email
Ms Emma Hanson	Programme Support Coordinator	227 3384	emma.hansom@northumbria.ac.uk
Ms Lisa Smith	Administrator	227 3699	lisa5.smith@northumbria.ac.uk

MSc Business Information Systems Management (BISM) Programme Leader: Jackie Adamson

Your programme leader is the academic leader for your programme and is responsible for managing the programme on a day to day basis, working with other faculty and university staff – academic, administrative and technical – as needed. Your programme leader is committed to helping you get the most out of the programme and, where relevant, will liaise with your module tutors and other relevant staff to make sure that they are aware of your needs and of how you are doing.

Office Location: Pandon 032 (ground floor)

Email: jackie.adamson@northumbria.ac.uk

Telephone: 0191 227 4959

Office Hours: Flexible depending on teaching and other commitments. It is always best to book an appointment to guarantee I am available. However, I do have an open door policy and if I am available and have time to see you I will do so.

Information Sciences Programme Director: Julie Walters

Your programme director is responsible for the coordination of the range of programmes offered in the Information Sciences subject team

Office Location: Pandon 021 (ground floor)

Email: julie.walters@northumbria.ac.uk

Telephone: 0191 227 4674

Module Tutors

For each module of study, you will have a designated module tutor. The module tutor is responsible for the organisation of the module and supporting your learning and assessment on that module, so please contact them if you have a query about their module. Contact details will be provided by the module team at the start of each module and should also be available on the eLearning Portal (eLP).

3.2   Communication

Contacting Your Programme Leader

Academic staff may teach on many modules and programmes. In addition they may have other roles and responsibilities which take them from their office. Thus it is advisable to make an appointment if you wish to see them. You can do this via email or you can just turn up at their office. Occasionally you may be able to have an immediate appointment, but don't be disappointed if you are asked to return at a mutually convenient time.   Please contact staff to cancel if you are unable to make the arranged

appointment. The preferred method of contact is via email for arranging appointments. However, many staff welcome face to face discussion so please don't hesitate to speak to them if it is convenient.

Email

Email is used extensively throughout the university and is a very effective method of communication between students and staff. You will be automatically allocated an email address by the University once you have enrolled. **Do remember that your Northumbria email address is the one that should be used when contacting University and Faculty staff**. **It is also the one that is used by staff to make contact with you, so do make sure that you check it regularly**, **particularly if you also use a personal email account.** Please note that emails to all students on a programme or module are often sent via the eLearning Portal (Blackboard) which automatically sends messages to university email accounts. Please be aware that staff may not reply to your email immediately due to their other duties and activities, but they will respond as soon as possible.

eLearning Portal: Blackboard

The eLearning Portal (eLP) is a very important central resource for students. You will find specific information related to the modules you are taking, such as copies of lecture and seminar handouts, assignment briefings, instructions, and announcements. Your Programme Leader may also use the eLP to pass on information concerning programme matters via email, announcements and shared folders. It is therefore important that you check the eLP regularly – at least daily – for new announcements and new material.

Programme Notice Board

Another point of contact for staff with students is the programme notice board, which may be used for timetable changes, assessment information or personal messages. This will usually complement notices via the eLP, so do check the notice board regularly. It is particularly important to check the notices at the start of the semester when timetable changes are more likely and towards the assessment period when important information will be displayed. You will usually be informed of new information being available via an email from the eLP.

The BISM notice board is located on the ground floor of Pandon Building next to lab PB G5.

Plasma Screens

The faculty owns a number of plasma screens in Pandon and Ellison Building. These are also used to display announcements, events and opportunities such as visits from potential placement providers.

Student Representative for the Programme

There will normally be at least one student representative for each intake of students, which is a voluntary role that is filled within the first couple of weeks of the programme start. The role of the student rep is to represent the views of the rest of the students on the programme at Student Staff Liaison Committees (SSLC), which take place each semester. All students should ensure they discuss any points they would like to be raised at these committees with their representative.

PLEASE NOTE: *IT IS REALLY IMPORTANT THAT IF YOU HAVE AN ISSUE YOU CONTACT US AS SOON AS POSSIBLE – WE ARE HERE TO HELP*

4   Programme Information

Here you will find specific information on your programme of study. There is a national requirement that all university programmes of study have a publicly available programme specification and this section is based on that programme specification. The full and definitive version of the programme specification can be found on the university website. The key points are below:

4.1   Programme Aims

The programme is concerned with preparing computing/IT graduates and/or graduates from other backgrounds who have good IT system development or system management experience, with the skills and knowledge to effectively manage and lead the development of major information systems and/or e-business systems resources. Students who successfully complete the programme will be well placed to take up a range of managerial roles available in the IT based business world including: IT Project Manager, IT Operations Manager, Business IT Consultant, E-Business Systems Analyst and IT Security Specialist.

Specific aims for the programme

1. To enable students to develop the skills, vision, dynamism and flexibility to adapt to the challenging demands of Business Information Systems Management - confronting the computing and business worlds in the 21st century.
2. To develop students' critical, analytical and problem-solving abilities in the field of Business Information Systems Management.
3. To develop receptiveness to innovation in Business Information Systems and the ability to critically examine and evaluate new management ideas and technical developments – with the ability to act as effective agents of change.
4. To encourage students to take responsibility for their own learning, and evaluate that learning in a framework of reflective practice.
5. To encourage and enable students to reflect on their own Business Information Systems management practice from their own work, or placement, or empirical experience.
6. To enable students to develop the principles, standards and skills in to practise the management of the development, deployment and support of a wide range of\business Information systems in a professional and ethical manner.

4.2   Programme Learning Outcomes

Knowledge and Understanding

1. Key aspects of management relating to the creation and operation of business information systems and e-business systems - including professional, ethical and legal issues
2. The management of change in the modern business organisation and the process and practice of professional consultancy in the information systems and e-business environment
3. Information systems context and contemporary practice in the business system and e-business domain including the application of research methods in that context
4. Strategic planning of the of the modern IT based business enterprise and the principles of knowledge management in the context of information systems and e-business systems creation and operation
5. The principles of IT systems security management
6. The PRINCE2 project management methodology at practitioner level

Intellectual Skills

1. Apply knowledge and understanding to systematically identify and analyse complex problems of a familiar and unfamiliar nature and offer appropriate solutions using a range of effective methods and tools

2. Use evidence and criteria to integrate, evaluate, interpret and synthesise information and data from a variety of sources, discriminating between what is primarily essential or useful, and what has secondary value
3. Reflect on the professional, ethical and legal issues surrounding the development and use of business information systems and e-business systems
4. Develop a professional attitude and approach to personal development and technology/skills updating
5. Identify, plan and execute a significant individual project by conducting independent research and applying originality plus a range of specific skills and established techniques in research methodologies and literature reviewing.

Practical Skills

1. Apply a range of techniques and in the delivery of professional business information systems and E-business systems consultancy including client requirements analysis formal and informal business communications and solution specification/verification
2. Use appropriate techniques, tools and knowledge to provide effective project and quality management for business information systems and E-business systems development
3. Write specific PRINCE2 documents and apply PRINCE2 specified processes in the context of the project manager role
4. Search for, select, retrieve, evaluate and apply information to support research, using a rigorous, scientific approach.
5. Design and implement a system security strategy for a given organisation and business information system/E-business system context
6. Hands-on experience using an ERP system - SAP

Transferable/Key Skills

1. Learn independently, enhancing their existing skills and developing new ones to a high level, enabling them to sustain their own continued professional development and demonstrate creativity in problem solving and decision making in complex and unpredictable situations
2. Effectively and professionally communicate information, ideas, arguments, problems and their solution in written and oral form to specialist and non-specialist audiences
3. Demonstrate a flexible outlook and skills of listening, negotiating and persuading or influencing a range of professionals
4. Demonstrate initiative, personal responsibility, personal enterprise, self reliance and self direction, acting autonomously in planning and implementing tasks at a professional level and manage their time and resources efficiently
5. Engage in critical self appraisal of their own learning experience, personal strengths, limitations and performance
6. Demonstrate research skills at an appropriately advanced level.

4.3 Programme Structure

September Starts – the first taught semester is semester 1, followed by semester 2 in January. The dissertation in semester 3 can either be completed over the summer or during the semester after the summer break. This will depend upon whether you enrol on a 12 month or 16 month programme.

January Starts – the first taught semester is semester 2, followed by semester 1 which starts in the September following the summer break. The dissertation in semester 3 will usually start in the following January.

Sem 1 Sept - Dec	**IS0749** *Research & Project Management* (20 Credits) [1x1L + 2x1S]	**IS0733** *PRINCE2 for Practitioners* (10 Credits) [1x1L + 1x1S]	**IS0732** *Information Systems & Knowledge Management in the Business Context* (20 Credits) [2x1L + 1x2S]	**IS0739** *Business Agility & Creativity* (20 Credits) [1x2L + 1x2S]
Sem 2 Jan - May	This module is year long, but starts afresh each semester to cater for the 2 intakes.	**IS0729** *System Security Management* (10 Credits) [1x1L + 1x1S]	**IS0753** *Integrated Enterprise Systems with ERP* *(20 Credits)* [2x1L + 2x1S/W]	**IS0743** *IT Consultancy Project* (20 Credits) [1x2L + 1x2S]
Sem 3	**IS0718** Individual Dissertation (60 Credits)			

Key

1L = 1 hour lecture	1S = 1 hour seminar	S/W = Seminar or Workshop/Lab
2L = 2 hour lecture	2S = 2 hour seminar	

Notes

IS0732 - Part of this module shares 1 lecture with the IS0626 (BI Applications & Technology) module

Award (s):   **MSc / Postgraduate Diploma or Certificate**

PG Certificate: Must have been awarded at least 60 credits

PG Diploma: Must have been awarded at least 120 credits

MSc: Must have been awarded 180 credits

4.4 Learning Teaching and Assessment Strategy

A variety of teaching and learning strategies will be employed, with the emphasis on greater student centred learning and a reduction in the quantity of formal class contact. Directed and independent study is an integral part of the learning strategy. **Ultimately, students are expected to take responsibility for their own learning at postgraduate level which extends well beyond scheduled class contact.**

The learning, teaching and assessment methods fully comply with the University and Faculty strategy and guidelines, and the QAA Code of Practice on Assessment. The methods provide wide diversity, incorporating the best techniques to fit both the particular subject under study and the depth of learning required at postgraduate level.

At the start of the programme all students are provided with full details of the learning, teaching and assessment styles for each module with an introductory lecture and the provision of a module guide. All taught modules contain lectures, seminars and tutorials designed and balanced to optimally deliver the module's defined learning outcomes. All this and any supplementary material is made available on the eLP (Blackboard). Deep learning is facilitated by applying theoretical concepts in practical ways in order to reinforce session topics and maximise "learning by doing".

The core modules are followed by the Master's dissertation project, which is the showcase for Masters students to demonstrate their intellectual, research and analytical skills. All students are prepared for this project via an earlier Research Methods module covering the techniques needed to plan and execute a significant academic research-based project/dissertation. All students are allocated an academic project supervisor towards part way through semester 2 and students are required to keep in regular contact with their supervisor throughout the project duration. A Project Guide containing full details of the process, deliverables, and notes for guidance is also issued to each student.

One of the university's aims is "to promote a commitment to research and scholarly activity in the generation and dissemination of knowledge and understanding". To support this aim, wherever possible and appropriate a student will be paired with an academic supervisor who is an active researcher in the student's general area of research/development. In this way it is hoped to maximise the opportunity for MSc research to contribute towards publishable research papers, for the mutual benefit of the student, the faculty, the university and the discipline itself.

Great care has been taken to ensure that the learning outcomes for each individual module are not over-assessed and that the learning, teaching and assessment of transferable skills permeate the whole of the programme also.

4.5 Feedback/Feedforward

Assessment is seen as an integral part of the learning process and the programme has been designed to ensure that the overall balance of assessment tasks measures the learning outcomes in an effective and efficient way. Both summative (marks count towards the module grade) and formative (informal/mock assessments) elements are utilised. Feedback/Feedforward is provided for each summative assessment, which is developmental and timely for helping students achieve greater success in other modules on the programme. Feedback/Feedforward is also provided after/during formative assessments with the aim of helping students to achieve greater success in the summative assessments for the module.

5 Assessment Methods

The following table outlines the methods of summative assessment currently used for the modules in the programme, although there will be formative assessment in most modules also.

Module & Semester	Individual ICA*	Group ICA*	Exam
Semester 1 (Sept – Jan)			
IS0749 – Research & Project Management (20 credit *YL module)	60% (Sem 2)	40% (Sem 1)	
IS0733 - PRINCE2 for Practitioners (10 Credits)			100%
IS0732 - IS and KM in the Business Context (20 Credits)	70%	30%	
IS0739 - Business Agility & Creativity (20 Credits)	100%		
Semester 2 (Jan – June)			
IS0749 – Research & Project Management (20 credit *YL module)	See above		
IS0729 - Systems Security Management (10 credits)	50%	50%	
IS0753 - Integrated Enterprise Systems with ERP (20 Credits)	100%		
IS0743 - IT Consultancy Project (20)		100%	
Semester 3 (June – Sept or Sept –Jan)			
IS0718 - Masters Dissertation (60 Credits)	100%		

*YL = Year long module. The IS0749 module runs across both semesters, but starts afresh each semester to cater for the 2 intakes in September and January.

*ICA = In Course Assessment. This may include a number of different assessment methods including: reports, presentations, portfolio development, and in-class tests. The module guides provide more detail.

6 Assessment Schedule

An indication of the dates for assessments availability and completion deadlines will be provided at the beginning of your programme. Any schedule changes will be communicated by the individual module tutors during the module. You must ensure that you submit all assignments by the deadlines given and are available for any assessed exams and presentations. Failure to complete or be available for any part of the assessment will result in a fail for the whole module.

6.1 Assignment Submissions

You must read the submission instructions for each assignment carefully as they may vary. The majority of the time you will probably be asked to submit a hard copy to one of the Faculty admin office and an electronic copy via the eLP (Blackboard). However, as stated, sometimes you may be required to submit your work on a disk or by hand at an assignment session e.g. presentation.

Admin Office for hard copy submission is in B Block in Ellison Building, Room 201 – EB B201

7 FAQs

Please use the communication channels stated earlier in this document to ask your questions. Over the course of the programme I will attempt to collate any Frequently Asked Questions and publish them with appropriate answers. This may be in the form of a discussion board on the eLP (Blackboard).

8 Additional Notes

Use the space below to make any additional notes that you think may be useful to you.

Task: *Analyse each of the criteria statements presented to you in the handbook and quantify how you will achieve each one. You should to submit 2 or 3 measurable objectives (deliverables) that apply to each criteria statement.*

1. Apply knowledge and understanding to systematically identify and analyse complex problems of a familiar and unfamiliar nature and offer appropriate solutions using a range of effective methods and tools

   a.
   b.
   c.

2. Use evidence and criteria to integrate, evaluate, interpret and synthesise information and data from a variety of sources, discriminating between what is primarily essential or useful, and what has secondary value

   a.
   b.
   c.

3. Reflect on the professional, ethical and legal issues surrounding the development and use of business information systems and e-business systems

   a.
   b.
   c.

4. Develop a professional attitude and approach to personal development and technology/skills updating

   a.
   b.
   c.

5. Identify, plan and execute a significant individual project by conducting independent research and applying originality plus a range of specific skills and established techniques in research methodologies and literature reviewing.

   a.
   b.
   c.

'About You'

Name: **Mobile No:**

Contact Address: **email address:**

1. Why did you choose this programme?

2. Brief overview of your qualifications

3. What is the most exciting thing you are looking forward whilst studying this programme?

4. Is there anything about the programme that you are not looking forward to?

5. What are your long term career goals?

6. What are your hobbies or interests?

7. What would you say is your main research area of interest?

Northumbria Students' Union (NSU) is here to make sure you have the best experience possible. NSU is one of the largest and most exciting Unions in the country and that's all because of YOU. We represent you, the student, on all levels, on the issues students are concerned about; receiving a great academic experience, being very employable when you graduate, being safe on campus and in the city and having a fantastic time while a student.

NSU is run by students for students. You can have your say in what NSU does and how it is run, by contacting your Sabbatical Officers or by coming along to Student Council

MEMBERSHIP: As a student of Northumbria University you are automatically a member of the Students' Union. We also sell NUS Extra Card from the Students' Union at both Coach Lane and City Campus giving you discounts in shops and online, but you don't need one to use any of our services.

DIVERSE: Your Students' Union is a place which brings together students from all walks of life, all parts of the country and the world and many different cultures. NSU provides lots of opportunities for you to Get Involved, make lasting friendships, increase employability and have FUN!

INDEPENDENT: NSU is independent of the University, with its own staff, services and decision-making structure. Run by students for students, providing the best services and opportunities for students we push for change from the University to deliver for students. Find our more at our You Said, SU Did page. If you need advice about academic appeals or other issues, we can help. Check out the Advice Page.

VALUE: Your NSU offers the best value for money, and everything you spend goes straight back into the Students' Union to fund all the activities that we run for you.

If you would like more information check out the website www.mynsu.co.uk or come and see us at our offices in City, Coach Lane and London.

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The libraries at City Campus and Coach Lane provide access to a wide range of print and electronic resources including over half a million print books, over 700,000 eBooks and more than 50,000 electronic journals. More details can be found on the University Library website: http://library.northumbria.ac.uk/home

 City Campus Library (number 14 on City Campus map) is housed near the Student Union building (number 30 on City Campus map).
Coach Lane Library is situated on the East Side of the Campus, in F Block (number 16 on Coach Lane Campus map).

City Campus library is open 24/7 during term time and from 9am to midnight during vacation times. Coach Lane library is open 7am until midnight (Monday to Friday), 9am until midnight

(Saturday and Sunday). Opening hours are prominently displayed in the foyers of the library buildings, any changes are advertised on the Library website and on social media. Opening hours vary during bank holidays and are subject to change, so please check before you travel.

You will need to keep your smartcard with you to gain access to and leave the libraries. Your Smartcard is a universal card which not only gives access to the Libraries and other University buildings, but it also allows you to print, copy, scan, borrow books and make cashless payments.

The Library Catalogue can be accessed on and off-campus through the University Library website and the dedicated catalogue computers on each floor of both Libraries. The catalogue can be used to search for books and eBooks located in the University Library. It is quick and easy to use and will give you the information you need to locate the material on the shelves or read online. eBooks can be read on and off-campus, anytime, anywhere. NORA can be used to search for, and retrieve, up-to-date scholarly materials including articles, reports and statistics that are relevant to your studies. You can browse through all the online resources relating to your subject in one place including databases, journals and websites.

Students are entitled to borrow up to 15 items at any one time. Items can be issued using the self-issue machines on the ground floor of City and Coach Lane Libraries. You can renew your library books online through the MyLibrary section of MyNorthumbria or via the Library Catalogue.

Northumbria students can use other libraries such as the Robinson Library at Newcastle University and Newcastle City Library using the SCONUL access scheme. For more information see the Library SCONUL information page: http://library.northumbria.ac.uk/sconul-holiday

The Northumbria Skills Programme is a comprehensive skills programme designed to develop the key skills you need to succeed at university and beyond provided by the Library. It runs throughout the year and provides classroom style skills sessions on many topics including academic writing skills, giving accomplished presentations, and referencing your work correctly, as well as regular drop in surgeries. Some sessions are bookable; simply consult the timetable on the Northumbria Skills Programme website:
http://library.northumbria.ac.uk/skillsdev-nsp

Skills Plus is the Library's collection of online learning materials, with a focus on digital literacy and study skills that can be accessed on and off-campus. Using these resources is an excellent way to develop your skills through a range of online tutorials with quizzes, video demonstrations and printable help guides.
http://nuweb2.northumbria.ac.uk/library/skillsplus/topics.html?l3-0

If you need help or advice, on or off campus, you can contact Ask4Help. The Ask4Help service provides you with help and support to access a range of University services including Library, Disability Support, Student Finance and Careers. The quickest way to find answers to some of the most popular questions asked by students is to look at Ask4help online. You can also contact us by phone and speak to a member of our dedicated enquiry team or email us your questions.

www.northumbria.ac.uk/ask4help
ask4help@northumbria.ac.uk
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