About this guide

This is your course guide. It provides the basic but fundamental information about your course of study. This guide is yours for the duration of the course, we don't re-issue it annually and if any information contained within were to change then we will write to you to explain so.

In particular, if any important aspects relating to your modules were to change then we will inform you in accordance with the Code of Practice for the Management of Changes to Modules and Courses. The teaching and support teams which you will get to know over time will refer to this guide – it will be useful to you and we advise you to make good use of it throughout your studies.

The Course Guide should be read in conjunction with the more general sources of information which relate to all students at the University. The Student Handbook is a very detailed reference point for all issues relating to your studies which aren't specific to just your particular course. You might also want to refer to the Student Charter; the University's Policies and Regulations and the University Assessment Handbook documents which will provide you with all of the information that we think you will need for your period of study here.

If you need additional information, or you simply want to discuss elements of any of these documents or other aspects of your course, find that there is something you need to know, please contact your Faculty Student Services:

Faculty Student Services

We can help with the administration and organisation of your time at University – from enrolment and module registration, tuition fee enquiries, attendance support, course management and lifecycle queries, extenuating circumstances, leave of absence, transfers and changes, assignment submission, SAMs appointments, assessment and result queries, right through to Graduation.

You can also come and talk to us for impartial advice and support if things are starting to go wrong and you’re not sure who else to talk to. The main thing to remember is that you are not alone. We see large numbers of students over the course of a year on a variety of issues, so please don’t be afraid to approach us.

We are here to ensure that your transition into Higher Education is as smooth as possible. Normal office opening hours are Monday-Friday 08:45-17:00.

You can contact us through the e:vision help desk, by phone or in person or by e-mail:

<table>
<thead>
<tr>
<th>Faculty of Science and Engineering (City Campus)</th>
<th>Alan Turing Building MI 024</th>
<th>(01902) 322129</th>
<th><a href="mailto:fsestudentservices@wlv.ac.uk">fsestudentservices@wlv.ac.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty of Science and Engineering (Telford Campus)</td>
<td>The Darby Building SC 041</td>
<td>(01902) 322129</td>
<td><a href="mailto:fsestudentservices@wlv.ac.uk">fsestudentservices@wlv.ac.uk</a></td>
</tr>
<tr>
<td>Help and Advice is also available from Student Support &amp; Wellbeing...</td>
<td>Contact us at the Alan Turing Building MI 001 for all enquiries and referrals... Services operate at all campuses by appointment.</td>
<td>(01902) 321074</td>
<td><a href="mailto:ssw@wlv.ac.uk">ssw@wlv.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(01902) 321070</td>
<td><a href="mailto:money@wlv.ac.uk">money@wlv.ac.uk</a></td>
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Welcome from the Course Leader

On behalf of the teaching and support teams from MSc Information Technology Management course, I would like to extend to you a very warm welcome to the University of Wolverhampton, and in particular your campus.

My name is Ian Coulson and I am the course leader for your MSc Information Technology Management course
and alongside your personal tutor, will be your main point of contact over the duration of your studies. My contact details are below – please don’t hesitate to get in touch if you need any support or guidance.

The successes which you will achieve whilst at the University are based upon a partnership between the expertise and support from the staff here and the effort you put into learning. We welcome students who are eager to think for themselves, to take control of their own learning and who are ready to get involved in developing the skills required in a highly competitive job market. Make the most of the wide range of opportunities available to you.

Studying at University can be difficult, and for many of you the transition into University life will be challenging. However we will support you throughout your course, particularly whilst you develop into an independent learner over the course of your first year with us.

We believe it is important that you are encouraged to make your own contribution to the effective operation and development of your chosen course. We hope that you might consider acting as a Course Representative during some of your time with us to help the University continue to improve your experience.

I would like to wish you every success with your studies. We look forward to working with you and hope that you enjoy your time with us.

Ian Coulson

Course Management and Staff Involvement

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Specialism</th>
<th>eMail</th>
<th>Tel. Ext.</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of School</td>
<td>Professor Amar Aggoun</td>
<td><a href="mailto:A.Aggon@wlv.ac.uk">A.Aggon@wlv.ac.uk</a></td>
<td>1487</td>
<td>MI114</td>
<td></td>
</tr>
<tr>
<td>Head of Department</td>
<td>Dr Kevan Buckley</td>
<td><a href="mailto:K.A.Buckley@wlv.ac.uk">K.A.Buckley@wlv.ac.uk</a></td>
<td>1836</td>
<td>MI123</td>
<td></td>
</tr>
<tr>
<td>Course Leader</td>
<td>Dr Ian Coulson</td>
<td><a href="mailto:I.Coulson@wlv.ac.uk">I.Coulson@wlv.ac.uk</a></td>
<td>1869</td>
<td>MI115</td>
<td></td>
</tr>
<tr>
<td>Student Advisor</td>
<td>Miss Kimberley Turner</td>
<td><a href="mailto:Kim.Turner@wlv.ac.uk">Kim.Turner@wlv.ac.uk</a></td>
<td>3577</td>
<td>MI024</td>
<td></td>
</tr>
<tr>
<td>Faculty Enabling Tutor</td>
<td>Matthew Howell</td>
<td><a href="mailto:Matthew.Howell2@wlv.ac.uk">Matthew.Howell2@wlv.ac.uk</a></td>
<td>1448</td>
<td>MI138</td>
<td></td>
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</table>

Educational Aims of the Course

This course is ideally suited to you if you have limited, or no experience of IS/IT management or if you are an existing IS/IT practitioner seeking to enhance your IS/IT management skills. On this course you will develop both a depth of knowledge and understanding of the management of information systems (IS) and information technology (IT) and skills to reflect a high level of professional competency and leadership. These will enable you to apply what you have learnt to a business context in all types of organisation. In addition, you will be able to integrate advanced theoretical concepts with contemporary and relevant applications within appropriate frameworks.

On this course you will develop both academic and professional skills that will help you effectively manage research and problem-solving. You will be able to demonstrate critical reflective analysis through continuous evaluation, analysis and synthesis of concepts and contexts, key skills for a successful IS/IT manager.

What makes this programme distinctive?

This course will appeal to anyone who is looking to advance in Information System Management. The topics are practical, with an emphasis on the application of the knowledge gained and applied to many learning situations, including the use of case studies, live round-table debate, team-working exercises, applied coursework, blended learning environments, and independent study. You will be encouraged to gain
knowledge in your field through extensive reading, and to apply this research in a more formal way. The completion of a dissertation demonstrates the range of academic and professional skills gained at the University of Wolverhampton. Students will have support within classroom time and dedicated workshops, small working groups, and personal tutors to develop the student to help gain a higher level of achievement. You will also have the benefit of relevant experience of staff in disciplines.

Course Structure

September (Full-Time)

Part time students study alongside full time students. However, they do not study more than 80 credits in each academic calendar year.

Year 1

<table>
<thead>
<tr>
<th>Module</th>
<th>Title</th>
<th>Credits</th>
<th>Period</th>
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<tr>
<td>7ET023</td>
<td>Dissertation</td>
<td>60</td>
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<td>Core</td>
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<tr>
<td>7CC009</td>
<td>Research Methods in Computing</td>
<td>20</td>
<td>SEM1</td>
<td>Core</td>
</tr>
<tr>
<td>7CI006</td>
<td>Data Management</td>
<td>20</td>
<td>SEM1</td>
<td>Core</td>
</tr>
<tr>
<td>7CI017</td>
<td>IS/IT Management</td>
<td>20</td>
<td>SEM1</td>
<td>Core</td>
</tr>
<tr>
<td>7CI008</td>
<td>Systems Acquisition and Management</td>
<td>20</td>
<td>SEM2</td>
<td>Core</td>
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<tr>
<td>7CI011</td>
<td>Applied Project Management</td>
<td>20</td>
<td>SEM2</td>
<td>Core</td>
</tr>
<tr>
<td>7CI014</td>
<td>Hardware and Software Systems</td>
<td>20</td>
<td>SEM2</td>
<td>Core</td>
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Course Learning Outcomes
<table>
<thead>
<tr>
<th>Learning Outcome</th>
<th>Contributing Modules</th>
</tr>
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</table>
| Masters Course Learning Outcome 1 (MACLO1) | 7CIO17 IS/IT Management  
7CS001 Modern Computer Science  
7ET023 Dissertation |
| Evaluate and learn to apply appropriate theories, tools and techniques to a range of IT Management situations; develop and apply IT Management strategies through case studies or practical business contexts. Students will learn to see the IT system from both an IT and organisational perspective. |
| Masters Course Learning Outcome 2 (MACLO2) | 7CIO06 Data Management  
7CS001 Modern Computer Science  
7ET023 Dissertation |
| Critically evaluate the complex issues related to Data governance, the structure of data management, and the frameworks for managing data successfully. |
| Masters Course Learning Outcome 3 (MACLO3) | 7CC001 Software Tools  
7CIO01 Security Technologies and Principles  
7CIO08 Systems Acquisition and Management  
7ET023 Dissertation |
| Coordinate and apply both project management and quality assurance techniques to complex project situations; professionally evaluate benefits gained and lessons learnt through practical application. |
| Masters Course Learning Outcome 4 (MACLO4) | 7CIO11 Applied Project Management  
7ET023 Dissertation |
| Make informed decisions on the management of modern information systems architectures, justifying choices for given situations |
| Masters Course Learning Outcome 5 (MACLO5) | 7CC001 Software Tools  
7CIO14 Hardware and Software Systems |
| Appraise, critique and evaluate the most appropriate methods for the Acquisition, Development and Implementation of Information Technology and Systems within a variety of contexts. |
| Masters Course Learning Outcome 6 (MACLO6) | 7CC009 Research Methods in Computing |
| Conduct research into advanced areas of IT Management, deal professionally with complex issues (by understanding and addressing a range of ethical, social and legal issues as they occur), make sound judgements in the absence of complete data and communicate conclusions clearly through appropriate media. |

**PSRB**

None

**Employability in the Curriculum**

The opportunities for the graduate of IT Management courses include but are not limited to:

- Business analyst
The IT Industry needs management professionals who can leverage the IT system in such a way as to make it not a "back-office" expense, but rather a "front-office", financially viable way of competing and adding value to the organisation. There is a great need for such skills in the current marketplace.

Teaching, Learning and Assessment

Learning Activities:

Work through ill-defined or open-ended problems in a variety of scenarios during workshop/tutorial sessions and in assessments, including individual and group-based exercises to reinforce learning. Students will develop the ability to identify, understand and mitigate risk in organisations – and how to organise for positive risk.

Apply a variety of techniques in a structured way to data governance problems and to well-defined and ill-defined situations, and apply appropriate techniques to suggest and implement solutions and policy.

Students will be able to apply project management techniques to project situations requiring coordination and quality assurance. Students will gain a thorough knowledge of the need and tools to start up a project, and measure the benefits gained and capturing lessons learned at the end of a project.

Work through technique and methodology-centred problems using comparative analysis and the application of project management principles to case studies; presenting results orally, individually and in groups.

Apply a variety of techniques in a structured way to open-ended problems and to well-defined and ill-defined situations. Reflect on the results of problem solving; making recommendations based on evidence and reflection.

Students will learn consideration of Resource Management, and working with a variety of organisational criteria throughout coursework programme.

Assimilate knowledge from journal papers, lectures, text books, professional sources, original articles, self study notes, and selected sites on the internet to then develop and implement Information Management strategy in the form of reports, presentations, invitation to tender bids, implementation plans and development strategies applied to case studies and workplace situations, as appropriate.

Students will understand the hardware components of information systems and the system architectures in which systems reside. This will include practical hands on knowledge of installing hardware, the methods available to install larger system software, and patching the operating systems as required – a practical understanding of hardware and software relationships. Students will engage in financial exercises to assess and implement IS systems.

Reference Points

School of Technology E&D policy, 2010
Equality Act 2010
Skills Framework for the Information Age (SFIA v4G, 2010)
QAA Computing Subject Benchmark.
Academic Regulations Exemptions

None

Support with your studies

University Learning Centres are the key source of academic information for students providing access to:

- Physical library resources (books, journal, DVDs etc.)
- Study areas to allow students to study in the environment that suits them best: Social areas, quiet and silent areas.
- A wide range of online information sources, including eBooks, e-journals and subject databases
- Academic skills support via the Skills for Learning programme
- Students on campus can attend workshops or ask for one-to-one help on a range of skills such as academic writing and referencing.
- Dedicated Subject Pages to enable you to explore key online information sources that are recommended for their studies.
- Physical access to local libraries both in UK and overseas via SCONUL and WorldCat agreements

We also strongly advise you to download to "MyWLV" student app. MyWLV is a single point of personalised access to the variety of systems the University offers. This includes pulling through relevant information (e.g. deadlines, timetables) and linking to underlying systems.

Leave of Absence:

The University allows breaks in learning of up to two years and there is a process for applying for a leave of absence, which can be accessed through your e:Vision account. Initially you will need to apply for the leave of absence, which could be for medical, parental or personal reasons. A short-term absence, such as annual leave, must not be recorded as a break. The course leader will consider, and where appropriate agree, the leave of absence application. A return date will be identified and agreed for a suitable point in the programme. Additional course fees may be incurred as a result of a leave of absence and you are advised to discuss this with the Faculty Student Services team prior to application.

Course Specific Support

University provided support:

As well as providing general counselling support the University Counselling Service provides short courses on topics such as "Self Confidence", "Stress Management and Relaxation" and "Life Skills". They also provide study skills and academic support, providing short courses such as provide help in areas such as "Writing and Assignment Skills", "Exam Techniques", "Enhancing Professional Skills", "Personal Development Planning" and "Making Choices for the Future.

University Learning Centres provide general academic skills support to all students. You can make an appointment with a study skills advisor for advice on areas such as academic writing, assignment planning, exam preparation, and time management. In addition, there is a regular timetable of drop-in and bookable workshops covering information and digital literacy skills, including academic referencing. School of Technology students are supported by a designated subject librarian who is available to support research and project work.

Course support:

At the start of your course you will be assigned a Personal Tutor who will guide you through the induction process and provide support and academic counselling throughout your course on an appointment basis. They should be able to offer you advice and guidance to help you liaise with other staff and support facilities
in the School and University.

The Student Support Advisers (SSA) provides academic counselling and will be accessible throughout the week on a drop-in or appointment basis to discuss timetables, requests for extensions, requests for extenuating circumstances, general concerns about study and student life and general programme planning. The SSA will act as a first point of contact in relation to leave of absence (including returning after leave), withdrawal, transferring to another course (internal and external) and changes to mode of attendance. Your Course Leader will be available thereafter for meetings by appointment to discuss leave of absence, withdrawal, transferring to another course (internal and external), changes to mode of attendance, returning after leave of absence and direct entrants.

Subject support:

Tutorials, workshops, seminars and meetings - provide the primary opportunities for students to interact with staff on topics relating to modules. All modules provide at least one of these forms of face-to-face support.

Formative feedback - tutors provide personalised written feedback on most summative assessments. The mechanism for feedback from purely formative tasks varies between assessments, but will always be provided in some form. Online formative tasks often provide feedback straight away. On occasions tutors may provide generalised verbal feedback to the whole class on points relating to an assessment

Assessment and subject-based surgeries provide additional student support for subjects that students often need extra help with. They are often concentrated around the times when assessments take place. Revision sessions are provided for many modules that have exam-like tests and enable you to interact with tutors to review parts of the course. Mock exams and tests may provide opportunities to experience an examination environment before the final summative test and give you feedback on your understanding.

International Students:

The International Support Team will provide pre and post entry visa and immigration support and advice on and arrange for the necessary paperwork to be submitted to UKVI.

They will also provide appropriate University Induction support on arrival and be a point of contact for international students throughout their stay here. A range of social and cultural activities arranged by the International Centre will also promote the integration of international students into the whole of the University’s learning community. English language support is also available through the international language centre in the University.

Contact Hours

In higher education, the term 'contact hours' is used very broadly, to refer to the amount of time that you spend learning in contact with teaching or associated staff, when studying for a particular course.

This time provides you with the support in developing your subject knowledge and skills, and opportunities to develop and reflect on your own, independent learning. Contact time can take a wide variety of forms depending on your subject, as well as where and how you are studying. Some of the most common examples are:

- lectures
- seminars
- tutorials
- project supervisions
- demonstrations
- practical classes and workshops
- supervised time in a studio/workshop
- fieldwork
- external visits
- work-based learning (including placements)
- scheduled virtual interaction with tutor such as on line, skype, telephone
In UK higher education, you as the student take primary responsibility for your own learning. In this context, contact time with teaching and associated staff is there to help shape and guide your studies. It may be used to introduce new ideas and equip you with certain knowledge or skills, demonstrate practical skills for you to practise independently, offer guidance on project work, or to provide personalised feedback.

Alongside contact time, private or independent study is therefore very significant. This is the time that you spend learning without direct supervision from, or contact with, a member of staff. It might include background reading, preparation for seminars or tutorials, follow-up work, wider practice, the completion of assignments, revision, and so on.

50 Day Engagement:

You will be withdrawn from the University if you fail to engage with the academic requirements of your course of study, within 50 days of the course start date, following repeated and reasonable attempts by the University to contact you.

Course Specific Health and Safety Issues

No specific health and safety issues have been recorded for this provision, but should this change your Course Leader will make you aware of this and provide relevant guidance as appropriate.

Course Fact File

| Hierarchy of Awards: | Master of Science Information Technology Management
|                      | Postgraduate Diploma Information Technology Management
|                      | Postgraduate Certificate Information Technology Management
|                      | University Statement of Credit
|                      | University Statement of Credit

| Course Codes: | CI001P01UV | CI001P31UV | Full-time | Part-time | 12 Months | 2 Years |
|              | University of Wolverhampton |

| Awarding Body / Institution: | University of Wolverhampton |

| School / Institute: | School of Mathematics and Computer Science |

| Category of Partnership: | Not delivered in partnership |

| Location of Delivery: | University of Wolverhampton |

| Teaching Institution: | University of Wolverhampton |

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