

ISYS90045 Professional IS Consulting

Credit Points:	12.50
Level:	9 (Graduate/Postgraduate)
Dates & Locations:	This subject is not offered in 2014.
Time Commitment:	Contact Hours: 36 hours over the semester (block mode) Total Time Commitment: 200 hours
Prerequisites:	None
Corequisites:	None
Recommended Background Knowledge:	None
Non Allowed Subjects:	None
Core Participation Requirements:	<p><p>For the purposes of considering request for Reasonable Adjustments under the Disability Standards for Education (Cwth 2005), and Student Support and Engagement Policy, academic requirements for this subject are articulated in the Subject Overview, Learning Outcomes, Assessment and Generic Skills sections of this entry.</p> <p>It is University policy to take all reasonable steps to minimise the impact of disability upon academic study, and reasonable adjustments will be made to enhance a student's participation in the University's programs. Students who feel their disability may impact on meeting the requirements of this subject are encouraged to discuss this matter with a Faculty Student Adviser and Student Equity and Disability Support: http://services.unimelb.edu.au/disability</p></p>
Contact:	email: sean.maynard@unimelb.edu.au (mailto:sean.maynard@unimelb.edu.au)
Subject Overview:	<p>Aims</p> <p>This practice-oriented subject allows students to develop their ability to build and utilise good working relationships with internal and external clients. Feedback from industry indicates that these “consulting skills” are highly valued, and an important factor in employment and promotion decisions. Information systems professionals learn that technical knowledge is seldom sufficient in itself, and must be supported by the ability to understand, communicate and collaborate with clients.</p> <p>Students work individually and in syndicate groups. Classes are interactive and focus on practice, with reading and research tasks undertaken largely outside class. Most classes feature a guest speaker from industry.</p> <p>Topics covered include understanding business and management needs, setting and managing expectations, reporting and staying on track, giving advice, written and verbal communication, consulting ethics, and the business of consultancy.</p> <p>The subject will enhance students’ ability to manage relationships with stakeholders, communicate effectively about IS services, and engage effectively with senior decision makers in organisations.</p> <p>Indicative Content</p> <ul style="list-style-type: none"> # Defining consulting # Understanding the challenge of consulting # Understanding the client: What managers want # Establishing Expectations # Selling IT Services # Managing Expectations # Consulting practices # Working with the client: # Meetings, Interviews, Workshops

	<ul style="list-style-type: none"> # The trusted advisor # Effective written and verbal communication # Dealing with problems and difficult people # Negotiation Basics
Learning Outcomes:	<p>Intended Learning Outcomes (ILO)</p> <p>On completion of this subject the student is expected to:</p> <ol style="list-style-type: none"> 1 Understand the importance of the consulting process and the factors which determine its success 2 Make use of the body of research relevant to IS consulting 3 Elicit client expectations for a consulting assignment or service 4 Plan a substantial information systems consulting project 5 Communicate technical concepts to a management audience, both verbally and in writing 6 Approach consulting problems, including "people issues" in a disciplined and effective manner 7 Work effectively in a team to collectively achieve practical consulting outcomes
Assessment:	<p>All assessment tasks address Intended Learning Outcomes (ILOs) 1-6 with ILO 7 examined through the reports and presentations First report of 4000 words, in groups of 3-4, due in the second third of semester (30%) Fifteen minute class presentation of first report (10%) Second report of 1500 words, in groups of 2, due in the last third of semester (15%) Five minute class presentation of second report (5%) One 2-hour examination held in the examination period (40%)</p>
Prescribed Texts:	None
Breadth Options:	This subject is not available as a breadth subject.
Fees Information:	Subject EFTSL, Level, Discipline & Census Date, http://enrolment.unimelb.edu.au/fees
Generic Skills:	<p>On completion of this subject, students should have developed the following generic skills:</p> <ul style="list-style-type: none"> # Problem Analysis # Critical thinking # Independent learning # Confidence at presenting to a business audience # Teamwork
Links to further information:	http://www.cis.unimelb.edu.au
Notes:	<p>Learning and Teaching Methods</p> <p>12 (half day) lectures are delivered covering all examinable topics.</p> <p>Each lecture focusses on a major topic of consultancy practice and is supported by case studies from real world consulting situations.</p> <p>A guest speaker is provided every 2nd lecture from a current professional IT consulting business.</p> <p>Indicative Key Learning Resources</p> <p>Each lecture, a number of prescribed readings are advised to the students.</p> <p>In addition, Recommended texts are as follows:</p> <p>Weinberg, G: <i>Secrets of Consulting</i>, 1986</p> <p>Block, P: <i>Flawless Consulting</i>, Second Edition, Pfeiffer, 2000.</p> <p>Maister, D, Green, C & Galford, R: <i>The Trusted Advisor</i>, Free Press, 2000.</p> <p>Maister, D: <i>Managing the Professional Service Firm</i>, Free Press, 1993.</p> <p>Careers/Industry Links</p>

	A number of major consulting firms provide guest speakers focussing on real world consulting practices, issues and required personal attributes. These speakers also have an opportunity to promote their organisations to students for potential recruitment opportunities.
Related Course(s):	Graduate Certificate in Information Systems Master of Information Systems Master of Information Systems Master of Philosophy - Engineering Master of Science (Information Systems) Ph.D.- Engineering Postgraduate Certificate in Information Systems Postgraduate Diploma in Information Systems