Syllabus

Course Description

Course Title	IT Management and CSCW
Course Code	76446
Course Title Additional	
Scientific-Disciplinary Sector	
Language	English; German
Degree Course	Bachelor in Informatics and Management of Digital Business
Other Degree Courses (Loaned)	
Lecturers	Prof. Dr. Markus Zanker, Markus.Zanker@unibz.it https://www.unibz.it/en/faculties/engineering/academic-staff/person/3466 Dr. Maria Menendez Blanco, Maria.MenendezBlanco@unibz.it https://www.unibz.it/en/faculties/engineering/academic-staff/person/44152
Teaching Assistant	
Semester	Second semester
Course Year/s	2
CP	12
Teaching Hours	70
Lab Hours	40
Individual Study Hours	180
Planned Office Hours	31
Contents Summary	• Concepts (articulation work, awareness) and technologies • User Interfaces and Groupware • Usability and Custom experience • Symbolism, brand identity and trust • The Future of Work • Concepts, technologies and systems in the ERP market • ERP project lifecycle

	• ERP systems from the developer perspective (customizing and developing) • Basic concepts of IT Management and IT related standards, laws and regulations • Risk management and security issues in IT Management • IT Service Management • Management simulation game on the information and technology function in organizations
Course Topics	This course is designed for acquiring contemporary professional skills and knowledge. After successful completion the student should have a well-founded, basic understanding of what is involved to successfully model and analyze complex aspects of an organization that provide a context for the structuring and interpretation of Enterprise Data. The course will not teach mastery of specific tools, but educate on best practices and processes. This first module provides an in-depth exploration of computer-supported cooperative work (CSCW) within the context of management and digital business. Students will examine the technologies, design principles, and social aspects that facilitate effective collaboration, as well as analyze real-world applications and emerging trends shaping the future of work. Emphasizing both theoretical foundations and practical skills, the course prepares students to design and evaluate collaborative technologies with a critical perspective. As part of the second module students will learn about the functioning and architecture of Enterprise Resource Planning (ERP) Systems. Furthermore students will be introduced to the development and customization process for implementing different Enterprise Systems. Finally students will also learn about IT Management methods and participate in a management simulation game to make first-hand experience of IT Management concepts.
Keywords	CSCW & digital collaboration, ERP systems, IT management
Recommended Prerequisites	None.
Propaedeutic Courses	
Teaching Format	Frontal lectures with hands-on projects, case studies on using software solutions for managing IT projects life-cycle, management simulation game.

Mandatory Attendance	Recommended.
Specific Educational Objectives and Learning Outcomes	The course belongs to the type "caratterizzane - informatica". This course is designed for acquiring contemporary professional skills and knowledge. After successful completion the student should have a well-founded, basic understanding of what is involved to successfully model and analyze complex aspects of an organization that provide a context for the structuring and interpretation of Enterprise Data. The course will not teach mastery of specific tools, but educate on best practices and processes. This first module provides an in-depth exploration of computer-supported cooperative work (CSCW) within the context of management and digital business. Students will examine the technologies, design principles, and social aspects that facilitate effective collaboration, as well as analyze real-world applications and emerging trends shaping the future of work. Emphasizing both theoretical foundations and practical skills, the course prepares students to design and evaluate collaborative technologies with a critical perspective. As part of the second module students will learn about the functioning and architecture of Enterprise Resource Planning (ERP) Systems. Furthermore students will be introduced to the development and customization process for implementing different Enterprise Systems. Finally students will also learn about IT Management methods and participate in a management simulation game to make first-hand experience of IT Management concepts. Knowledge and understanding: • D.9 - Know the main IT Management and IT Service Management methods. • D.10 - Know the main methodologies for business modeling as well as for the introduction and adaptation of business software packages. Applying knowledge and understanding: • D2.4 - Ability to formalise and to analyse procedures and operational processes, to recognise and use optimisation potentials. • D2.5 - Selective skills for the introduction, adaptation and maintenance of standard operating software and other IT

	solutions. • D2.6 - Ability to design, describe and present IT solutions to policy makers and stakeholders. • D2.9 - Ability to support the management of IT departments in their business by providing appropriate tools and techniques. • D2.10 - IT infrastructure and project management capabilities. Making judgments • D3.1 - Ability to collect and interpret data useful for forming independent judgments on IT and economic aspects of information systems. • D3.3 - Ability to compare and evaluate different IT solutions based on their technical characteristics and key business figures. Communication skills • D4.2 - Ability to use modern means of communication also for remote interactions. • D4.5 - Ability to collaborate in interdisciplinary teams to achieve IT objectives. Learning skills • D5.2 - Learning ability to carry out strategic and IT project activities in corporate communities, also distributed. • D5.3 - Ability to follow rapid technological developments and to learn about innovative aspects of the latest generation of information technology and systems.
Specific Educational Objectives and Learning Outcomes (additional info.)	
Assessment	The assessment of the course consists of two parts: M1: written project report (50%) and project presentation exam (50%). Students who regularly attend the course (>60% attendance) will be working in groups. Students who do not attend the lectures will be given a similar exercise to be done individually. Non-attending students are required to contact the lecturer not later than one month after the starting date of the course. M2: for the project assignment M2, a written project report must be handed in on the pre-announced date and time. Students who regularly attend the course (>60% attendance) will be working in groups. Students who do not attend the lectures will be given a

	similar exercise to be done individually. Non-attending students are required to contact the lecturer not later than one month after the starting date of the course
Evaluation Criteria	ALL theoretical and practical/oral parts must be positive! Criteria for the evaluation of the written project report (M1, M2): Creativity and relevance of the selected topic, methodological rigor, relevance of the results, ability to work in a team, development of critical reflections, mastery of language (with respect to the terms, theories, and methods introduced during the course) and general quality of the report (e.g., presentation, structure, use of language) Criterial for the evaluation of the oral exam (M1, M2): clarity of answers, skills in critical thinking, mastery of language (with respect to the terms, theories, and methods introduced during the course), ability to summarize, evaluate, and establish relationships between topics. The overall, final mark is computed as the weighted average of the marks obtained in the two modules
Required Readings	M1: Required readings while be allocated and made available during the lectures M2: Readings on IT Service Management and ERP Systems will be made available via OLE. Subject Librarian: David Gebhardi, David.Gebhardi@unibz.it
Supplementary Readings	M1: Additional articles will be made available during the course. M2:

	Additional articles on IT Service Management and ERP Systems will be made available via OLE.
Further Information	Software used: M1: Groupware and collaboration software presented in the case studies. M2: ERP software for demonstration purposes and hands-on experience.
Sustainable Development Goals (SDGs)	Quality education, Industry, innovation and infrastructure, Gender equality

Course Module

Course Constituent Title	Computer Supported Collaborative Work
Course Code	76446A
Scientific-Disciplinary Sector	INFO-01/A
Language	English
Lecturers	Dr. Maria Menendez Blanco, Maria.MenendezBlanco@unibz.it https://www.unibz.it/en/faculties/engineering/academic-staff/person/44152
Teaching Assistant	
Semester	Second semester
CP	5
Responsible Lecturer	
Teaching Hours	30
Lab Hours	20
Individual Study Hours	75
Planned Office Hours	
Contents Summary	• Concepts (articulation work, awareness) and technologies • User Interfaces and Groupware • Usability and Custom experience • Symbolism, brand identity and trust

	• The Future of Work
Course Topics	This first module provides an in-depth exploration of computer-supported cooperative work (CSCW) within the context of management and digital business. Students will examine the technologies, design principles, and social aspects that facilitate effective collaboration, as well as analyze real-world applications and emerging trends shaping the future of work. Emphasizing both theoretical foundations and practical skills, the course prepares students to design and evaluate collaborative technologies with a critical perspective.
Teaching Format	Frontal lectures on concepts and theory. Lab sessions on hands-on projects and case studies on using software solutions for managing IT projects life-cycle.
Required Readings	Required readings while be allocated and made available during the lectures
Supplementary Readings	Additional articles will be made available during the course.

Course Module

Course Constituent Title	ERP Systems and IT Management
Course Code	76446B
Scientific-Disciplinary Sector	INFO-01/A
Language	German
Lecturers	Prof. Dr. Markus Zanker, Markus.Zanker@unibz.it https://www.unibz.it/en/faculties/engineering/academic-staff/person/3466
Teaching Assistant	
Semester	Second semester
CP	7
Responsible Lecturer	
Teaching Hours	40
Lab Hours	20
Individual Study Hours	115
Planned Office Hours	

Contents Summary	• Concepts, technologies and systems in the ERP market • ERP project lifecycle • ERP systems from the developer perspective (customizing and developing) • Basic concepts of IT Management and IT related standards, laws and regulations • Risk management and security issues in IT Management • IT Service Management • Management simulation game on the information and technology function in organizations
Course Topics	As part of the second module students will learn about the functioning and architecture of Enterprise Resource Planning (ERP) Systems. Furthermore students will be introduced to the development and customization process for implementing different Enterprise Systems. Finally students will also learn about IT Management methods and participate in a management simulation game to make first-hand experience of IT Management concepts.
Teaching Format	Frontal lectures with hands-on exercises, management simulation game.
Required Readings	Readings on IT Service Management and ERP Systems will be made available via OLE.
Supplementary Readings	Additional articles on IT Service Management and ERP Systems will be made available via OLE.