Syllabus

Descrizione corso

Titolo insegnamento	IT Management and CSCW
Codice insegnamento	76446
Titolo aggiuntivo	
Settore Scientifico-Disciplinare	
Lingua	Inglese; Tedesco
Corso di Studio	Corso di laurea in Informatica e Management delle Aziende digitali
Altri Corsi di Studio (mutuati)	
Docenti	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
Assistente	
Semestre	Secondo semestre
Anno/i di corso	2
CFU	12
Ore didattica frontale	70
Ore di laboratorio	40
Ore di studio individuale	180
Ore di ricevimento previste	31
Sintesi contenuti	• 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
Argomenti dell'insegnamento	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.
Parole chiave	CSCW & digital collaboration, ERP systems, IT management
Prerequisiti	None.
Insegnamenti propedeutici	
Modalità di insegnamento	Frontal lectures with hands-on projects, case studies on using software solutions for managing IT projects life-cycle, management simulation game.

Obbligo di frequenza	Recommended.
Obiettivi formativi specifici e risultati di apprendimento attesi	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.
Obiettivi formativi specifici e risultati di apprendimento attesi (ulteriori info.)	
Modalità di esame	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
Criteri di valutazione	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
Bibliografia obbligatoria	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
Bibliografia facoltativa	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.
Altre informazioni	Software used: M1: Groupware and collaboration software presented in the case studies. M2: ERP software for demonstration purposes and hands-on experience.
Obiettivi di Sviluppo Sostenibile (SDGs)	Istruzione di qualità, Innovazione e infrastrutture, Parità di genere

Modulo del corso

Titolo della parte costituente del corso	Computer Supported Collaborative Work
Codice insegnamento	76446A
Settore Scientifico-Disciplinare	INFO-01/A
Lingua	Inglese
Docenti	dr. Maria Menendez Blanco, Maria.MenendezBlanco@unibz.it https://www.unibz.it/en/faculties/engineering/academic-staff/person/44152
Assistente	
Semestre	Secondo semestre
CFU	5
Docente responsabile	
Ore didattica frontale	30
Ore di laboratorio	20
Ore di studio individuale	75
Ore di ricevimento previste	
Sintesi contenuti	• Concepts (articulation work, awareness) and technologies • User Interfaces and Groupware

	• Usability and Custom experience • Symbolism, brand identity and trust • The Future of Work
Argomenti dell'insegnamento	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.
Modalità di insegnamento	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.
Bibliografia obbligatoria	Required readings while be allocated and made available during the lectures
Bibliografia facoltativa	Additional articles will be made available during the course.

Modulo del corso

Titolo della parte costituente del corso	ERP Systems and IT Management
Codice insegnamento	76446B
Settore Scientifico-Disciplinare	INFO-01/A
Lingua	Tedesco
Docenti	prof. dr. Markus Zanker, Markus.Zanker@unibz.it https://www.unibz.it/en/faculties/engineering/academic-staff/person/3466
Assistente	
Semestre	Secondo semestre
CFU	7
Docente responsabile	

Ore didattica frontale	40
Ore di laboratorio	20
Ore di studio individuale	115
Ore di ricevimento previste	
Sintesi contenuti	• 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
Argomenti dell'insegnamento	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.
Modalità di insegnamento	Frontal lectures with hands-on exercises, management simulation game.
Bibliografia obbligatoria	Readings on IT Service Management and ERP Systems will be made available via OLE.
Bibliografia facoltativa	Additional articles on IT Service Management and ERP Systems will be made available via OLE.