

Syllabus

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Titul dl curs	IT Management and CSCW
Codesc dl curs	76446
Titul suplementar	
SSD	
Lingaz	Inglese; Tedesco
Curs de laurea	Corso di laurea in Informatica e Management delle Aziende digitali
D'autri cursc de laurea (cursc deberieda)	
Dozenc	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
Assistent didatich	
Semester	Secondo semestre
Ann/Agn de stude	2
Credic universitars	12
Ores de insegnament	70
Ores de laboratore	40
Ores de stude individual	180
Ores de riceviment prevedudes	31
Ressumè di contegnus	• 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
Argomenc dl curs	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.
Paroles clef	CSCW & digital collaboration, ERP systems, IT management
Prerequisic aconsiés	None.
Cursc propedeutics	
Modalité de enseignament	Frontal lectures with hands-on projects, case studies on using software solutions for managing IT projects life-cycle, management simulation game.

Oblianza de frecuencia	Recommended.
Obietifs formatifs y competenzes da arjonje	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.
Obietifs formatifs y competenzes da arjonje (informazioni supplementares)	
Sort de ejam	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
Criters de valutazion	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 obligatora	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 aconsieda	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.
Deplù informaziuns	Software used: M1: Groupware and collaboration software presented in the case studies. M2: ERP software for demonstration purposes and hands-on experience.
OSS	Istruzione di qualità, Innovazione e infrastrutture, Parità di genere

Modul

Titul	Computer Supported Collaborative Work
Codesc dl curs	76446A
SSD	INFO-01/A
Lingaz	Inglese
Dozenc	dr. Maria Menendez Blanco, Maria.MenendezBlanco@unibz.it https://www.unibz.it/en/faculties/engineering/academic-staff/person/44152
Assistent didatich	
Semester	Secondo semestre
Credic universitars	5
Dozent/a responsabel/bla	
Ores de ensegnament	30
Ores de laboratore	20
Ores de stude individual	75
Ores de riceviment prevedudes	
Ressumè di contegnus	• Concepts (articulation work, awareness) and technologies • User Interfaces and Groupware

	• Usability and Custom experience • Symbolism, brand identity and trust • The Future of Work
Argomenc dl curs	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.
Modalité de enseignement	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 obligatora	Required readings will be allocated and made available during the lectures
Bibliografia aconsieda	Additional articles will be made available during the course.

Modul

Titul	ERP Systems and IT Management
Codesc dl curs	76446B
SSD	INFO-01/A
Lingaz	Tedesco
Dozenc	prof. dr. Markus Zanker, Markus.Zanker@unibz.it https://www.unibz.it/en/faculties/engineering/academic-staff/person/3466
Assistent didatich	
Semester	Secondo semestre
Credic universitars	7
Dozent/a responsabel/bia	
Ores de enseignement	40
Ores de laboratorio	20

Ores de stude individual	115
Ores de riceviment prevedudes	
Ressumé di contegnus	• 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
Argomenc dl curs	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.
Modalité de insegnament	Frontal lectures with hands-on exercises, management simulation game.
Bibliografia obligatora	Readings on IT Service Management and ERP Systems will be made available via OLE.
Bibliografia aconsieda	Additional articles on IT Service Management and ERP Systems will be made available via OLE.