Description: Management Issues in Telecommunications

<table>
<thead>
<tr>
<th>Subject</th>
<th>Cat-Nbr</th>
<th>Class</th>
<th>Term</th>
<th>Mode</th>
<th>Units</th>
<th>Campus</th>
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<tr>
<td>CIS</td>
<td>8009</td>
<td>24713</td>
<td>2, 2003</td>
<td>ONC</td>
<td>1.00</td>
<td>TW MBA</td>
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Academic Group: FOBUS
Academic Org: FOB005
HECS Band: 2
ASCED Code: 020113

STAFFING
Examiner: Jianming Yong
Moderator: Mustafa Ally

PRE-REQUISITES
Pre-requisite: CIS8006

RATIONALE
While the 1980s are generally considered the decade of the microcomputer and the workstation, the last decade of the twentieth century has been dominated by the merger of communications and the computer in the networked enterprise. The potential of this technology change and its applications will only be optimally exploited with the full support, encouragement and initiative of management and the application of appropriate management skills. This course builds on the student's prerequisite knowledge of communications hardware, software and distributed systems by developing management paradigms for coordination and control of telecommunications.

SYNOPSIS
This course covers seven key issues for management in the field of telecommunications, under three broad headings: Telecommunications Technology, Using Telecommunications for Competitive Gain, and the Role of Management in Telecommunications Planning. Whilst no course in telecommunications can be remote from the technology, each issue is viewed from a management point of view (strategic, tactical, operational) rather than an engineering or technical one.

OBJECTIVES
On successful completion of this course students will be able to:
• identify and analyse problems associated with the introduction of telecommunications technology;
• synthesize reasoned arguments for the use of telecommunications for gain;
• participate in strategic planning for telecommunications.

**TOPICS**

<table>
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<tr>
<th>Description</th>
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<tr>
<td>1. Telecommunications Technology</td>
<td>30.00</td>
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<tr>
<td>1.1. Emerging Technologies</td>
<td></td>
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<tr>
<td>1.2. Enabling Technologies</td>
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<td>2. Telecommunications for Competitive Gain</td>
<td>35.00</td>
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<tr>
<td>2.1. Applications - now</td>
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<tr>
<td>2.2. Applications - future</td>
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<td>3. Management of Telecommunications</td>
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<td>3.1. Network Management</td>
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<td>3.2. Security</td>
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<td>3.3. Strategic Management</td>
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**TEXT and MATERIALS required to be PURCHASED or ACCESSED:**

Books can be ordered by fax or telephone. For costs and further details use the 'Book Search' facility at http://bookshop.usq.edu.au by entering the author or title of the text.


REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.

Reading materials will be advised but there is a heavy emphasis on research.

STUDENT WORKLOAD REQUIREMENTS

ACTIVITY HOURS
Directed Study 165

ASSESSMENT DETAILS

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks Out of</th>
<th>Wtg(%)</th>
<th>Required</th>
<th>Due Date</th>
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<tr>
<td>RESEARCH PAPER 1</td>
<td>100.00</td>
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<td>15 Aug 2003</td>
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<td>RESEARCH PAPER 3</td>
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IMPORTANT ASSESSMENT INFORMATION

1 Attendance requirements:
   It is the students' responsibility to attend and participate appropriately in all activities (such as lectures, tutorials, laboratories and practical work) scheduled for them, and to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration. If you are an International student in Australia it is a requirement of your student visa that you attend all classes at your campus.

2 Requirements for students to complete each assessment item satisfactorily:
   To complete the assignments satisfactorily students must obtain at least 50% of the marks available for each assignment.

3 Penalties for late submission of required work:
   If students submit assignments after the due date without prior approval then a penalty of 20% of the total marks available for the assignment may apply for each working day late.

4 Requirements for student to be awarded a passing grade in the course:
   To be assured of receiving a passing grade a student must achieve at least 50% of the available weighted marks for the assignments.

5 Method used to combine assessment results to attain final grade:
   The final grades for students will be assigned on the basis of the weighted aggregate of the marks (or grades) obtained for each of the summative assessment items in the course.

6 Examination information:
There is no examination in this course.

7 Examination period when Deferred/Supplementary examinations will be held:
Not applicable.

8 University Regulations:
Students should read USQ Regulations 5.1 Definitions, 5.6 Assessment, and 5.10
Academic Misconduct for further information and to avoid actions which might
contravene University Regulations. These regulations can be found at the URL:
http://www.usq.edu.au/SECARIAT/calendar/Part5/ or in the printed version of the
current USQ Handbook. Students should also read The Guide to Policies and
Procedures of the Faculty which can be found at the URL:
http://www.usq.edu.au/handbook/2003/title663.html or in the printed version of
the current USQ Handbook.

ASSESSMENT NOTES

1 Assignments: (i) The due date for an assignment is the date by which a student
must despatch the assignment to the USQ. The onus is on the student to provide
proof of the despatch date, if requested by the Examiner. (ii) Students must retain
a copy of each item submitted for assessment. This must be produced within 24
hours if required by the Examiner. (iii) The Examiner may grant an extension of
the due date of an assignment in extenuating circumstances. Students may apply
for an extension before the due date or include an application with the submitted
assignment after the due date. Such applications should be in writing and include
supporting documentary evidence. The authority for granting extensions rests with
the relevant Examiner. (iv) The Examiner will normally only accept assessments
that have been written, typed or printed on paper-based media. (v) In the event that
a due date for an assignment falls on a local public holiday in their area, such as a
Show holiday, the due date for the assignment will be the next day. Students are
to note on the assignment cover the date of the public holiday for the Examiner©s
convenience.

2 Course Weightings: Course weightings of topics should not be interpreted as
applying to the number of marks allocated to questions testing those topics in an
assignment.

3 Guidelines for Assignments: Unless otherwise directed by the Examiner, all written
and oral assignments submitted by students must conform to the guidelines laid
out in the 'Communication skills handbook: How to succeed in written and oral
communication'. Any work not prepared in accordance with these guidelines may
be subject to penalty or requirement for resubmission.

4 Make-up Work: Students who have undertaken all of the required assessments in
a course but who have failed to meet some of the specified objectives of a course
within the normally prescribed time may be awarded the temporary grade: IM
(Incomplete - Make up). An IM grade will only be awarded when, in the opinion
of the Examiner, a student will be able to achieve the remaining objectives of the
course after a period of non-directed personal study.

5 Deferred Work: Students who, for medical, family/personal, or employment-related
reasons, are unable to complete an assignment or to sit for an examination at the
scheduled time may apply to defer an assessment in a course. Such a request must
be accompanied by appropriate supporting documentation. One of the following temporary grades may be awarded: IDS (Incomplete - Deferred Examination); IDM (Incomplete Deferred Make-up); IDB (Incomplete - Both Deferred Examination and Deferred Make-up).

**OTHER REQUIREMENTS**

1. **E-mail and Internet Access:** Students will require access to e-mail and Internet access to USQConnect for this course.