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>
</tr>
</thead>
<tbody>
<tr>
<td>CIS</td>
<td>8009</td>
<td>34632</td>
<td>2, 2004</td>
<td>WEB</td>
<td>1.00</td>
<td>TWMBU</td>
</tr>
</tbody>
</table>

Academic group: FOBUS
Academic org: FOB005
Student contribution band: 2
ASCED code: 020113

STAFFING
Examiner: Jianming Yong
Moderator: Mustafa Ally

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:
1. identify and analyse problems associated with the introduction of telecommunications technology;
2. synthesize reasoned arguments for the use of telecommunications for gain;
3. participate in strategic planning for telecommunications; and
4. understand the important role of management in telecommunications.

**TOPICS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Weighting (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Business telecommunications and its history</td>
<td>5.00</td>
</tr>
<tr>
<td>2. Business applications of telecommunications</td>
<td>10.00</td>
</tr>
<tr>
<td>3. Voice and data communications for business</td>
<td>20.00</td>
</tr>
<tr>
<td>4. Network technologies (topology, protocol, architecture, LAN, WAN)</td>
<td>20.00</td>
</tr>
<tr>
<td>5. Internet, Intranet, and Extranet</td>
<td>10.00</td>
</tr>
<tr>
<td>6. The management of telecommunications</td>
<td>10.00</td>
</tr>
<tr>
<td>7. The management of telecommunications projects</td>
<td>10.00</td>
</tr>
<tr>
<td>8. The management of bandwidth</td>
<td>10.00</td>
</tr>
<tr>
<td>9. The future telecommunications for business</td>
<td>5.00</td>
</tr>
</tbody>
</table>

**TEXT and MATERIALS required to be PURCHASED or ACCESSED:**

ALL textbooks and materials are available for purchase from USQ BOOKSHOP (unless otherwise stated). Orders may be placed via secure internet, free fax 1800642453, phone 07 46312742 (within Australia), or mail. Overseas students should fax +61 7 46311743, or phone +61 7 46312742. For costs, further details, and internet ordering, use the 'Textbook Search' facility at http://bookshop.usq.edu.au click 'Semester', then enter your 'Course Code' (no spaces).


(revised and updated edition)

**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 via USQConnect during the teaching period.
STUDENT WORKLOAD REQUIREMENTS:

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directed Study</td>
<td>165.00</td>
</tr>
</tbody>
</table>

ASSESSMENT DETAILS

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks out of</th>
<th>Wtg(%)</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESEARCH PAPER 1</td>
<td>100.00</td>
<td>25.00</td>
<td>03 Sep 2004</td>
</tr>
<tr>
<td>RESEARCH PAPER 2</td>
<td>100.00</td>
<td>25.00</td>
<td>15 Oct 2004</td>
</tr>
<tr>
<td>3 HOUR EXAMINATION</td>
<td>100.00</td>
<td>50.00</td>
<td>END S2 (see note 1)</td>
</tr>
</tbody>
</table>

NOTES:

1. The examination is scheduled to be held in the end-of-semester examination period. Students will be advised of the official examination date after the timetable has been finalised.

IMPORTANT ASSESSMENT INFORMATION

1. Attendance requirements:
   There are no attendance requirements for this course. However, it is the students' responsibility 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.

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 the assignments in aggregate. To complete the examination satisfactorily, students must obtain at least 50% of the marks available for the examination.

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 attempt all of the summative assessment items, achieve an aggregated mark of at least 50% in the total marks allocated for the assignments, achieve at least 50% in the examination, and at least 50% of the available weighted marks for the summative assessment items.

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:
This is a restricted examination. Candidates are allowed access to specific materials during the examination. The only materials that candidates may use in the examination for this course are (i) Writing materials: non-electronic and free from material which could give the student an unfair advantage in the examination; (ii) Translation dictionaries: with the Examiner's approval, candidates may, take an appropriate non-electronic translation dictionary into the examination. This will be subject to perusal and, if it is found to contain annotations or markings that could give the candidate an unfair advantage, it may be removed from the candidate's possession until the appropriate disciplinary action is completed.

7 Examination period when Deferred/Supplementary examinations will be held: Any Deferred or Supplementary examinations for this course will be held during the next examination period.

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/corporateservices/calendar/part5.htm. Students should also read the Faculty of Business Guide to Policies and Procedures of the Faculty which can be found at the URL http://www.usq.edu.au/handbook/current/buspolproc.html.

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) 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 assessment.

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.