

**City University of Hong Kong
Course Syllabus**

**offered by Department of Information Systems
with effect from Semester A 2024 / 2025**

Part I Course Overview

Course Title: Information Systems Consulting

Course Code: IS6602

Course Duration: One Semester (13 weeks)

Credit Units: 3

Level: P6

Medium of Instruction: English

Medium of Assessment: English

Prerequisites:
(Course Code and Title) Nil

Precursors:
(Course Code and Title) Nil

Equivalent Courses:
(Course Code and Title) Nil

Exclusive Courses:
(Course Code and Title) Nil

Part II Course Details

1. Abstract

This course aims to:

- Introduce students to the foundations of Information Systems consulting;
- Prepare students to take on practical consulting assignments related to the development of Information Systems;
- Ensure that students are familiar with current methodological tools and techniques appropriate to consulting;
- Provide the skills to bridge the gap between clients and consultants, with particular focus on communication and problem diagnosis.

2. Course Intended Learning Outcomes (CILOs)

(CILOs state what the student is expected to be able to do at the end of the course according to a given standard of performance.)

No.	CILOs	Weighting (if applicable)	Discovery-enriched curriculum related learning outcomes (please tick where appropriate)		
			A1	A2	A3
1.	Demonstrate the attitude and ability to discover and describe the fundamental characteristics of IS consulting.	20%	✓	✓	
2.	Explain the use of different tools and techniques in support of consulting projects.	20%			
3.	Assess the respective needs and aspirations of clients and consultants.	20%		✓	
4.	Demonstrate the ability to negotiate simple but innovative contracts for IS consulting.	15%		✓	
5.	Demonstrate the ability to develop creative and consumable solutions for IS consulting based on the methodological and practical issues discussed in class.	15%	✓	✓	✓
6.	Evaluate the progress and outcomes of IS consulting implementations.	10%			
		100%			

A1: Attitude

Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability

Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to real-life problems.

A3: Accomplishments

Demonstrate accomplishment of discovery/innovation/creativity through producing/constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

3. Learning and Teaching Activities (LTAs)

(LTAs designed to facilitate students' achievement of the CILOs.)

Seminar : 39 hours

LTA	Brief Description	CILO No.						Hours/week (if applicable)
		1	2	3	4	5	6	
LTA1: Seminar	Students will participate in a mix of traditional lecture with more interactive student participation, and hands-on exercises throughout the course. Students will learn the concepts and general knowledge about using disruptive technologies to solve global business problems. Students will be strongly encouraged to participate proactively so as to provide and receive feedback and reflections.	✓	✓	✓	✓	✓	✓	

4. Assessment Tasks/Activities (ATs)

(ATs are designed to assess how well the students achieve the CILOs.)

Assessment Tasks/Activities	CILO No.						Weighting	Remarks
	1	2	3	4	5	6		
Continuous Assessment: 50%								
AT1. Team Project The project, including written report and presentation, requires students to engage in more practical analysis and implementation of both the technical skill sets and their communication skills.	✓	✓	✓	✓	✓	✓	30%	
AT2. Class Participation All students are encouraged to participate proactively in class. This AT measures the extent to which they do so.	✓	✓	✓	✓	✓	✓	20%	
Examination: 50% (duration: one 2-hour exam)								
AT3. Final Examination The purpose of the examination is to assess students' overall competence level in the domain areas.	✓	✓	✓	✓	✓	✓	50%	
							100%	

Note: Students must pass BOTH coursework and examination in order to get an overall pass in this course.

5. Assessment Rubrics

(Grading of student achievements is based on student performance in assessment tasks/activities with the following rubrics.)

Applicable to students admitted before Semester A 2022/23 and in Semester A 2024/25 & thereafter

Assessment Task	Criterion	Excellent (A+, A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
AT1 Team Project	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to explain the use of different tools and techniques in support of consulting projects.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to assess the respective needs and aspirations of clients and consultants.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Ability to demonstrate the ability to innovatively negotiate simple contracts for global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to demonstrate the ability to creatively develop simple solutions for global IT and KM consulting based on the methodological and practical issues discussed in class.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to evaluate the progress and outcomes of global IT and KM consulting implementations.	High	Significant	Moderate	Basic	Not even reaching marginal levels
AT2 Class Participation	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to explain the use of different tools and techniques in support of consulting projects.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to assess the respective needs and aspirations of clients and consultants.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Ability to demonstrate the ability to innovatively negotiate simple contracts for global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to demonstrate the ability to creatively develop simple solutions for global IT and KM consulting based on the methodological and practical issues discussed in class.	High	Significant	Moderate	Basic	Not even reaching marginal levels

	Capability to evaluate the progress and outcomes of global IT and KM consulting implementations.	High	Significant	Moderate	Basic	Not even reaching marginal levels
AT3 Final Examination	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to explain the use of different tools and techniques in support of consulting projects.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to assess the respective needs and aspirations of clients and consultants.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Ability to demonstrate the ability to innovatively negotiate simple contracts for global IT and KM consulting.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to demonstrate the ability to creatively develop simple solutions for global IT and KM consulting based on the methodological and practical issues discussed in class.	High	Significant	Moderate	Basic	Not even reaching marginal levels
	Capability to evaluate the progress and outcomes of global IT and KM consulting implementations.	High	Significant	Moderate	Basic	Not even reaching marginal levels

Applicable to students admitted from Semester A 2022/23 to Summer Term 2024

Assessment Task	Criterion	Excellent (A+, A, A-)	Good (B+, B)	Marginal (B-, C+, C)	Failure (F)
AT1 Team Project	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of IS consulting.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to explain the use of different tools and techniques in support of consulting projects.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to assess the respective needs and aspirations of clients and consultants.	High	Significant	Moderate	Not even reaching marginal levels
	Ability to demonstrate the ability to innovatively negotiate simple contracts for IS consulting.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to demonstrate the ability to creatively develop simple solutions for IS consulting based on the methodological and practical issues discussed in class.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to evaluate the progress and outcomes of IS consulting implementations.	High	Significant	Moderate	Not even reaching marginal levels
AT2 Class Participation	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of IS consulting.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to explain the use of different tools and techniques in support of consulting projects.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to assess the respective needs and aspirations of clients and consultants.	High	Significant	Moderate	Not even reaching marginal levels
	Ability to demonstrate the ability to innovatively negotiate simple contracts for IS consulting.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to demonstrate the ability to creatively develop simple solutions for IS consulting based on the methodological and practical issues discussed in class.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to evaluate the progress and outcomes of IS consulting implementations.	High	Significant	Moderate	Not even reaching marginal levels
AT3 Final Examination	Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of IS consulting.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to explain the use of different tools and techniques in support of consulting projects.	High	Significant	Moderate	Not even reaching marginal

					levels
	Capability to assess the respective needs and aspirations of clients and consultants.	High	Significant	Moderate	Not even reaching marginal levels
	Ability to demonstrate the ability to innovatively negotiate simple contracts for IS consulting.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to demonstrate the ability to creatively develop simple solutions for IS consulting based on the methodological and practical issues discussed in class.	High	Significant	Moderate	Not even reaching marginal levels
	Capability to evaluate the progress and outcomes of IS consulting implementations.	High	Significant	Moderate	Not even reaching marginal levels

Part III Other Information (more details can be provided separately in the teaching plan)

1. Keyword Syllabus

(An indication of the key topics of the course.)

Principles and processes of IS consulting; Cases from consultants about IS consulting projects; Re-engineering analysis for IS consulting; Methodological tools and techniques appropriate to the consulting profession; Legal, cultural and ethical issues related to IS consulting; Consulting project management; Communication, Negotiation and Diagnostic skills associated with the consulting profession.

2. Reading List

2.1 Compulsory Readings

(Compulsory readings can include books, book chapters, or journal/magazine articles. There are also collections of e-books, e-journals available from the CityU Library.)

1.	Nil
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2.2 Additional Readings

(Additional references for students to learn to expand their knowledge about the subject.)

1.	Nissen, V. (Ed) (2019) Digital Transformation of the Consulting Industry: Extending the Traditional Delivery Model, Springer. ISBN: 9783319889474
2.	Timbrell, G. (2016) Information Systems Consulting, Blurb. ISBN: 9781364343309
3.	Weiss, A. (2019) Getting Started in Consulting, Wiley. ISBN: 9781119542155
4.	Blokdijk, G. (2015) IT consulting - Simple Steps to Win, Insights and Opportunities for Maxing Out Success, Complete Publishing. ISBN: 9781488899362
5.	Case studies and articles from the Internet as well as academic and practitioner journals.