IS4650: GLOBAL BUSINESS TECHNOLOGY CONSULTING

Effective Term
Semester B 2023/24

Part I Course Overview

Course Title
Global Business Technology Consulting

Subject Code
IS - Information Systems

Course Number
4650

Academic Unit
Information Systems (IS)

College/School
College of Business (CB)

Course Duration
One Semester

Credit Units
3

Level
B1, B2, B3, B4 - Bachelor's Degree

Medium of Instruction
English

Medium of Assessment
English

Prerequisites
Nil

Precursors
Nil

Equivalent Courses
Nil

Exclusive Courses
Nil

Part II Course Details

Abstract

This course is designed to introduce students to the foundations of global business technology consulting and prepare students to take on practical consulting assignments related to the identification of issues within a global business, the development of strategies to tackle such issues and the application of global business technology. Students will learn the skills to bridge the gap between clients and consultants. The concepts and general knowledge about using disruptive technologies (such as cloud computing, big data, mobile, social, etc.) to solve global business problems will also be covered. Students will be strongly encouraged to participate proactively so as to provide and receive feedback and reflections.

Course Intended Learning Outcomes (CILOs)

	CILOs	Weighting (if app.)	DEC-A1	DEC-A2	DEC-A3
1	Demonstrate the attitude and ability to discover and describe the fundamental characteristics of global business technology consulting.	25	x	x	
2	Explain the use of different tools and techniques in support of consulting projects.	25	x		
3	Assess the respective needs and aspirations of clients and consultants and dissect their relationships.	20	x		
4	Demonstrate the ability to creatively develop simple solutions for global business technology consulting based on the methodological and practical issues discussed in class.	20		x	x
5	Develop the knowledge and skills for successful global business technology consulting implementations.	10	x		

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 self-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.

Teaching and Learning Activities (TLAs)

	TLAs	Brief Description	CILO No.	Hours/week (if applicable)
1	TLA1: Seminar	It will incorporate a mix of traditional lecture with more interactive student participation, and hands-on exercises. The concepts and general knowledge about using disruptive technologies to solve global business problems will be covered. Students will be strongly encouraged to participate proactively so as to provide and receive feedback and reflections.	1, 2, 3, 5	Seminar:3 Hours/Week
2	TLA2: Guest Seminars	Industry speakers are invited to give guest seminars to share their real-world experiences in technology consulting.	1, 2, 3, 5	
3	TLA3: Project	Both a group and an individual project are required for students to apply what they have learnt in the course.	3, 4, 5	
4	TLA4: Class Discussion	Students are encouraged to participate in class discussions and think critically so as to understand a subject matter more in-depth	1, 2, 3, 4, 5	

Assessment Tasks / Activities (ATs)

	ATs	CILO No.	Weighting (%)	Remarks
1	AT1. Team Project The project, including an interim and final project presentation, requires students to engage in more practical analysis and to apply both their technical skill sets and their communication skills.	3, 4, 5	25	

| 2 | AT2. Individual Project This individual project will enable students to demonstrate their ability to work alone on an analytical problem of their own choice related to the global business technology consulting domain. | 3, 4, 5 | 15 | |
| 3 | AT3. Class Participation All students are encouraged to participate proactively in class. This AT measures the extent to which they do so. The activities include research and presentation of a trendy technology selected by the students. | 1, 2, 3, 5 | 15 | |

Continuous Assessment (%)

55

Examination (%)

45

Examination Duration (Hours)

2

Assessment Rubrics (AR)

Assessment Task

AT1. Team Project

Criterion

Capability to assess the respective needs and aspirations of clients and consultants and dissect their relationships.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT1. Team Project

Criterion
Capability to demonstrate the ability to creatively develop simple solutions for global business technology consulting based on the methodological and practical issues discussed in class.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT1. Team Project

Criterion
Capability to demonstrate the knowledge and skills for successful global business technology consulting implementations.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT2. Individual Project

Criterion
Capability to assess the respective needs and aspirations of clients and consultants and dissect their relationships.

Excellent (A+, A, A-)
High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT2. Individual Project

Criterion
Capability to demonstrate the ability to creatively develop simple solutions for global business technology consulting based on the methodological and practical issues discussed in class.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT2. Individual Project

Criterion
Capability to demonstrate the knowledge and skills for successful global business technology consulting implementations.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3. Class Participation

Criterion

Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of global business technology consulting.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3. Class Participation

Criterion

Capability to explain the use of different tools and techniques in support of consulting projects.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT3. Class Participation

Criterion

Capability to assess the respective needs and aspirations of clients and consultants and dissect their relationships.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT3. Class Participation

Criterion
Capability to demonstrate the knowledge and skills for successful global business technology consulting implementations.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT3. Class Participation

Criterion
Capability to explain a trendy technology in simple terms and describe its applications.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)

Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT4. Final Examination

Criterion
Capability to explain the use of different tools and techniques in support of consulting projects.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT4. Final Examination

Criterion
Ability to demonstrate the attitude and ability to discover and describe the fundamental characteristics of global business technology consulting.

Excellent (A+, A, A-)
High

Good (B+, B, B-)
Significant

Fair (C+, C, C-)
Moderate

Marginal (D)
Basic

Failure (F)
Not even reaching marginal levels

Assessment Task
AT4. Final Examination

Criterion

Capability to assess the respective needs and aspirations of clients and consultants and dissect their relationships.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT4. Final Examination

Criterion

Capability to demonstrate the ability to creatively develop simple solutions for global business technology consulting based on the methodological and practical issues discussed in class.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Assessment Task

AT4. Final Examination

Criterion

Capability to demonstrate the knowledge and skills for successful global business technology consulting implementations.

Excellent (A+, A, A-)

High

Good (B+, B, B-)

Significant

Fair (C+, C, C-)

Moderate

Marginal (D)

Basic

Failure (F)

Not even reaching marginal levels

Part III Other Information

Keyword Syllabus

Principles and processes of global business technology consulting; Client and consultant relationships; Ethical issues; Tools and techniques for consulting; Core skills of a consultant; Technology consulting; Organizational change management.

Reading List

Compulsory Readings

	Title
1	Wickham, Louise and Jeremy Wilcock, Management Consulting: Delivering an Effective Project, 5th edition, Pearson, 2016.

Additional Readings

	Title
1	O'Mahoney, Joe, Management Consultancy, Oxford University Press, 2nd edition, 2013.
2	Witzel, Morgen, Management Consultancy, Routledge, 2016.
3	Cope, Mick, The Seven Cs of Consulting: The Definitive Guide to the Consulting Process, 3rd edition, Pearson, 2010.
4	Block, Peter, Flawless Consulting: A Guide To Getting Your Expertise Used, 3rd edition, Jossey-Bass, 2011.
5	Markham, Calvert, Practical Management Consultancy, 5th edition, CCH/Wolters Kluwer Business, 2007.
6	Case studies and articles from the Internet as well as academic and practitioner journals.