

Degree	Type	Year
2500003 Business and Information Technology	OT	4

## Contact

Name: Xavier Verge Mestre

Email: xavier.verge@uab.cat

## Teachers

Victor Daniel Robert Roca

## Teaching groups languages

You can view this information at the [end](#) of this document.

## Prerequisites

None

## Objectives and Contextualisation

Objectives:

- Lead change processes in the management and provision of services to society.
- To undertake ideas and solutions for Companies that generate efficient proposals in the way of providing the services.
- To place the client as a central element of the processes.
- Visualize organizations by incorporating digital strategies.
- Know the strategies and frameworks of reference in the management of Information Technology and Communications services, and have enough knowledge to support the implementation of a strategy of service in companies and other organizations.

Key Vectors:

- Promote entrepreneurial activity
- Understand innovation as a philosophy of life
- Deepening the knowledge and proper use of digital tools
- Focus on quality of service and customer service
- Boost talent and enhance teamwork of talented people
- Be able to lead digital technological implementations in business
- Modulate thinking structures that are flexible and fast to adapt to changes

- Find new ways to provide quick solutions to unexpected problems

## Competences

- Communicating with experts of other fields and non-experts.
- Demonstrating a comprehension of the business information systems, taking into account their three specific dimensions (informational, technological and organisational) and being active in the specification, design and implementation of said systems.
- Demonstrating a concern for quality in the objectives and development of the work.
- Demonstrating the ability to plan in accordance to the objectives and available resources.
- Proposing and managing the implementation of information systems depending on the quality requirements, sustainability and security in order to help them meet the organisation objectives.
- Students must be capable of collecting and interpreting relevant data (usually within their area of study) in order to make statements that reflect social, scientific or ethical relevant issues.

## Learning Outcomes

1. Communicating with experts of other fields and non-experts.
2. Demonstrating a concern for quality in the objectives and development of the work.
3. Demonstrating the ability to plan in accordance to the objectives and available resources.
4. Develop critical thinking and reasoning.
5. Drawing up coherent proposals related to information technologies in accordance with the strategic plan of an organisation.
6. Explaining the planning processes of the technology infrastructure and information systems of not very complex organisations.
7. Proposing and managing the implementation of information systems depending on the quality requirements, sustainability and security in order to help them meet the organisation objectives.
8. Students must be capable of searching and analysing information of different sources.

## Content

Attention: These contents may vary depending on the definitive teaching team. Changes will be reported, if applicable, in the presentation of the subject

### 1. The CIO in charge of ICT Management and Administration

The CIO and the entrepreneurial mindset.

Evolution of the role of the CIO

Importance of female talent and their inclusion in managerial tasks

### 2. The CIO and the organization of the IT Department

Traditional areas: Development and Operations

Devops as a philosophy

Agile versus traditional methodologies

Other common areas in an IT department

### 3. The CIO and the internal management of the IS service

Reference frameworks in the quality of service management: ITIL, MOF and CMMI-Svc

Service processes and management

### 4. The CIO and Talent

Need for talent. Scarce and essential resource. Talent, diversity and Gender.

High performance equipment and work environment.

Talent retention. involvement motivation

Ability to work in processes and participate in projects  
New forms of digital work.

#### 5. The CIO and data

Data Governance, Data Management & Data Curation.  
Organizational needs. Distribution and access to information  
Privacy, confidentiality and regulatory compliance  
Informational transparency

#### 6. The CIO and business technology

Technological surveillance.  
Emerging technologies and impact on business  
5G, quantum computing, Blockchain, IAG,...

#### 7. The CIO and change management

Sensitivity to the environment. Fast detection of changes  
Reluctance to change. Young organizations versus traditional organizations  
Agility in the rapid deployment of changes

#### 8. The CIO and Digital Transformation

Legacy Systems. Corporate systems and new digital needs. Bimodal IT  
Digital disruption and changes in user behavior  
Business needs. Proactivity in changes and new business models.  
Risks and dependencies of digital transformation.

#### 9. The CIO and digital ethics

New technologies and ethical dilemmas  
Rapid detection systems for unethical behavior  
Anti-corruption tools. Anti-discrimination. Anti-violation of human rights  
Work with legislative and regulatory gaps  
Critical spirit and ethical behavior

### Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Seminars & Lab practices	20	0.8	1, 2, 3, 4, 5, 7, 8
Theory MasterClass	25	1	2, 4, 5, 6, 7
Type: Supervised			
Tutorship	2	0.08	2, 3, 4, 5, 6, 7, 8
Type: Autonomous			
Case study preparation, writings and problem solving	32	1.28	4, 5, 6, 7, 8
Study	69	2.76	2, 3, 4, 5, 6, 7, 8

#### General Features

This subject has as a methodological base the learning based on the knowledge imparted in the theory

sessions and the application of the same in the cases, problems, exercises, and workshops developed in the course.

#### Masterclasses

The concepts that the students will apply in the exercise classes are explained in the theory sessions.

#### Cases, problems, and exercises

In the problem sessions, cases and exercises that students must perform individually or in groups and deliver in class or via CV before the deadline are ordered. The objective is for the students to apply the concepts and procedures learned in the theory sessions.

#### Seminars & Laboratory practices

In the lab sessions, students will have the opportunity to incorporate the theoretical concepts into a close-real situation.

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

## Assessment

### Continuous Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Continuous Assessment 1: Seminars & Labs	35%	0	0	2, 3, 4, 5, 7, 8
Continuous Assessment 2: Exercises, classwork and participation	25%	0	0	1, 2, 3, 4, 5, 6, 7, 8
Exams	40%	2	0.08	4, 5, 6, 7

The single assessment system is not foreseen in this subject.

grade calculation

#### 1. Continuous assessment (CA) 60% two parts:

CA1: Laboratory Practices (35%): 5 practices with SAP5 Sessions dedicated to carrying out laboratory practices or seminars. They are mandatory in person. The first one is obligatory and overcoming it allows you to do the others and does not add a note. A minimum of 2.5/10 is required in three of the remaining four practices, if this is not achieved, this part (CA1) is valued as zero

CA2: Participation, Exercises and work (25%): Problem-based learning exercises, case discussion, individual or teamwork, presentation in class of the results, and other tests that are determined. Class participation will also be valued.

#### 2. Exams (EX) 40%:

Partial exams will be held throughout the course. The dates will be made public well in advance on the virtual campus.

Final exam is divided into two parts:

Students who have not passed any previous part or want to raise their grades can take the exam again. The resulting grade will be the highest of the two exams.

The resulting grade from the Exams part (EX) will be the weighted average of the parts.

#### 4. Calculation of the final grade:

If  $CA \geq 5$  AND  $EX \geq 3.5$  --> the final grade of the subject (N) will be:  $N = 40\%(EX) + 60\%(CA)$ .

If  $EX < 3.5$  OR  $CA < 5$  -->  $N = \text{MIN}(40\%(EX) + 60\%(CA); 4)$

The student passes the course if  $N \geq 5$ , and does not pass if  $N < 3.5$ . In the intermediate case, the student can do the recovery process detailed below.

#### Calendar of evaluation activities

The dates of the evaluation activities (midterm exams, exercises in the classroom, assignments, ...) will be announced well in advance during the semester.

The date of the final exam is scheduled in the assessment calendar of the faculty.

"The dates of evaluation activities cannot be modified unless there is an exceptional and duly justified reason why an evaluation activity cannot be carried out. In this case, the degree coordinator will contact both the teaching staff and the affected student, and a new date will be scheduled within the same academic period to make up for the missed evaluation activity." **Section 1 of Article 115. Calendar of evaluation activities (Academic Regulations UAB)**. Students of the Faculty of Economics and Business, who in accordance with the previous paragraph need to change an evaluation activity date must process the request by filling out an Application for exams' reschedule

[https://eformularis.uab.cat/group/deganat\\_feie/application-for-exams-reschedule](https://eformularis.uab.cat/group/deganat_feie/application-for-exams-reschedule)

#### Grade revision process

After all grading activities have ended, students will be informed of the date and way in which the course grades will be published. Students will also be informed of the procedure, place, date and time of grade revision following University regulations.

#### Retake Process

"To be eligible to participate in the retake process, it is required for students to have been previously evaluated for at least two-thirds of the total evaluation activities of the subject." Section 3 of Article 112. The recovery (UAB Academic Regulations). Additionally, it is required that the student to have achieved an average grade of the subject between 3.5 and 4.9.

The date of the retake exam will be posted in the calendar of evaluation activities of the Faculty. Students who take this exam and pass will get a grade of 5 for the subject. If the student does not pass the retake, the grade will remain unchanged, and hence, the student will fail the course.

#### Irregularities in evaluation activities

In spite of other disciplinary measures deemed appropriate, and in accordance with current academic regulations, *"in the case that the student makes any irregularity that could lead to a significant variation in the grade of evaluation activity, it will be graded with a 0, regardless of the disciplinary process that can be instructed. In case of various irregularities occur in the evaluation of the same subject, the final grade of this subject will be 0"*. **Section 10 of Article 116. Results of the evaluation. (UAB Academic Regulations)**.

## Bibliography

See Virtual Campus

## Software

n/a

## Language list

Name	Group	Language	Semester	Turn
(PLAB) Practical laboratories	201	Catalan/Spanish	first semester	afternoon
(TE) Theory	20	Catalan/Spanish	first semester	afternoon

PROVISIONAL