Fakultät für Ingenieurwesen
Facoltà di Ingegneria
Faculty of Engineering

unibz

COURSE DESCRIPTION – ACADEMIC YEAR 2025/2026

Course title	**IT Management and CSCW**
Course code	76446
Scientific sector	INF/01
Degree	Bachelor in Informatics and Management of Digital Business (L-31)
Semester	2
Year	2
Credits	12
Modular	Yes

Total lecturing hours	80
Total lab hours	40
Attendance	Recommended
Prerequisites	
Course page	https://ole.unibz.it/

Specific educational objectives	The course belongs to the type "caratterizzane - informatica".
	This course is designed for acquiring contemporary professional skills and knowledge.
	After successful completion the student should have a well-founded, basic understanding of what is involved to successfully model and analyze complex aspects of an organization that provide a context for the structuring and interpretation of Enterprise Data. The course will not teach mastery of specific tools, but educate on best practices and processes.
	This first module provides an in-depth exploration of computer-supported cooperative work (CSCW) within the context of management and digital business. Students will examine the technologies, design principles, and social aspects that facilitate effective collaboration, as well as analyze real-world applications and emerging trends shaping the future of work. Emphasizing both theoretical foundations and practical skills, the course prepares students to design and evaluate collaborative technologies with a critical perspective.
	As part of the second module students will learn about the functioning and architecture of Enterprise Resource Planning (ERP) Systems. Furthermore students will be introduced to the development and customization process for implementing different Enterprise Systems. Finally students will also learn about IT Management methods and participate in a management simulation game to make first-hand experience of IT Management concepts.

Module 1	**Computer Supported Collaborative Work**
Module code	76446A
Module scientific sector	INF/01
Lecturer	Maria Menendez Blanco
Contact	Office B1.3.22, Faculty of Engineering, NOI Techpark, Via Bruno Buozzi 1, Maria.MenendezBlanco@unibz.it

Scientific sector of lecturer	INF/01
Teaching language	English
Office hours	To be announced in the first lecture, arrange beforehand by email.
Lecturing assistant (if any)	--
Contact LA	--
Office hours LA	--
Credits	5
Lecturing hours	30
Lab hours	20
List of topics	• Concepts (articulation work, awareness) and technologies • User Interfaces and Groupware • Usability and Custom experience • Symbolism, brand identity and trust • The Future of Work
Teaching format	Frontal lectures on concepts and theory. Lab sessions on hands-on projects and case studies on using software solutions for managing IT projects life-cycle

Module 2	**ERP Systems and IT Service Management**
Module code	76446B
Module scientific sector	INF/01
Lecturer	Markus Zanker and Matthias Heiler
Contact	Markus Zanker: Office B1.3.23, Faculty of Engineering, NOI Techpark, Via Bruno Buozzi 1, markus.zanker@unibz.it, +39 0471 016977 Matthias Heiler: Office B1.6.20, Faculty of Engineering, NOI Techpark, Via Bruno Buozzi 1, Matthias.Heiler@unibz.it
Scientific sector of lecturer	INF/01
Teaching language	German
Office hours	To be announced in the first lecture, arrange beforehand by email.
Lecturing assistant (if any)	Matthias Heiler
Contact LA	Matthias.Heiler@unibz.it
Office hours LA	To be announced in the first lecture, arrange beforehand by email.
Credits	7
Lecturing hours	40 (32 h in presence and 8 h on-line)
Lab hours	20 (16 h in presence and 4 h on-line)
List of topics	• Concepts, technologies and systems in the ERP market • ERP project lifecycle • ERP systems from the developer perspective (customizing and developing) • Basic concepts of IT Management and IT related standards, laws and regulations • Risk management and security issues in IT Management • IT Service Management • Management simulation game on the information and technology function in organizations
Teaching format	Frontal lectures with hands-on exercises, management simulation game

Learning outcomes	Knowledge and understanding:

	• D.9 - Know the main IT Management and IT Service Management methods. • D.10 - Know the main methodologies for business modeling as well as for the introduction and adaptation of business software packages. Applying knowledge and understanding: • D2.4 - Ability to formalise and to analyse procedures and operational processes, to recognise and use optimisation potentials. • D2.5 - Selective skills for the introduction, adaptation and maintenance of standard operating software and other IT solutions. • D2.6 - Ability to design, describe and present IT solutions to policy makers and stakeholders. • D2.9 - Ability to support the management of IT departments in their business by providing appropriate tools and techniques. • D2.10 - IT infrastructure and project management capabilities. Making judgments • D3.1 - Ability to collect and interpret data useful for forming independent judgments on IT and economic aspects of information systems. • D3.3 - Ability to compare and evaluate different IT solutions based on their technical characteristics and key business figures. Communication skills • D4.2 - Ability to use modern means of communication also for remote interactions. • D4.5 - Ability to collaborate in interdisciplinary teams to achieve IT objectives. Learning skills • D5.2 - Learning ability to carry out strategic and IT project activities in corporate communities, also distributed. • D5.3 - Ability to follow rapid technological developments and to learn about innovative aspects of the latest generation of information technology and systems.
Assessment	The assessment of the course consists of two parts: • M1: written project report (50%) and project presentation exam (50%). Students who regularly attend the course (>60% attendance) will be working in groups. Students who do not attend the lectures will be given a similar exercise to be done individually. Non-attending students are required to contact the lecturer not later than one month after the starting date of the course. • M2: for the project assignment M2, a written project report must be handed in on the pre-announced date and time. Students who regularly attend the course (>60% attendance) will be working in groups. Students who do not attend the lectures will be given a similar exercise to be done individually. Non-attending students are required to contact the lecturer not later than one month after the starting date of the course.

Assessment language	English (M1) and German (M2)
Assessment Typology	Oral exams on the two modules
Evaluation criteria and criteria for awarding marks	ALL theoretical and practical/oral parts must be positive! **Criteria for the evaluation of the written project report (M1, M2):** Creativity and relevance of the selected topic, methodological rigor, relevance of the results, ability to work in a team, development of critical reflections, mastery of language (with respect to the terms, theories, and methods introduced during the course) and general quality of the report (e.g., presentation, structure, use of language) **Criterial for the evaluation of the oral exam (M1, M2):** clarity of answers, skills in critical thinking, mastery of language (with respect to the terms, theories, and methods introduced during the course), ability to summarize, evaluate, and establish relationships between topics. The overall, final mark is computed as the weighted average of the marks obtained in the two modules.

Required readings	M1: Required readings while be allocated and made available during the lectures. M2: Readings on IT Service Management and ERP Systems will be made available via OLE. Subject Librarian: David Gebhardi, David.Gebhardi@unibz.it
Supplementary readings	M1: Additional articles will be made available during the course. M2: Additional articles on IT Service Management and ERP Systems will be made available via OLE.
Software used	M1: Groupware and collaboration software presented in the case studies M2: ERP software for demonstration purposes and hands-on experience.