Subject Description Form

Subject Code	APSS330
Subject Title	Information Systems for Human Services
Credit Value	3
Level	3
Pre-requisite / Co-requisite/ Exclusion	Pre-requisite: APSS331 Management in Human Services
Assessment Methods	

100% Continuous Assessment	Individual Assessment	Group Assessment
1. Seminar	20%	20%
2. Written Assignment	30%	--
3. Quiz	30%	--

Objectives	The objective of this subject is to provide students an overview of design and development of information systems for human services; as well as an understanding on organizational and societal impacts brought by information and communication technologies. After completing this subject, students are expected to know key considerations in introducing the technologies into human service agencies.
Intended Learning Outcomes	Upon completion of the subject, students will be able to:

a. have an overview knowledge and current trends in ICTs;

b. examine the basic principles in designing, managing and implementing ICTs for human services;

c. develop skills in defining information needs pertaining to program effectiveness, efficiency, and efforts in human service organizations;

d. communicate and work effectively with IT specialists in setting up and maintaining information systems in human service organizations;

e. appreciate possible organizational and social impacts brought by ICTs on human services and its service users.

Subject Synopsis/ Indicative Syllabus	1. Basic Concepts

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	    ▪ Data, Information & Information Qualities
	    ▪ Information & Communication Technologies (ICTs) and Daily Lives
	
	2. Information Systems
	    ▪ Overview of Computer-based Information Systems
	    ▪ Types of Information Systems
	
	3. Infrastructures of Information Systems
	    ▪ Hardware and Software
	    ▪ Database and Telecommunication
	
	4. Information Systems Analysis & Design
	    ▪ Organization Process Redesigning
	    ▪ System Development Life Cycle
	    ▪ Other System Development Approaches
	
	5. Trends, Issues and the Future
	    ▪ Trends of Information Management in Human Service Organization
	    ▪ Issues and Limitations
	
	6. Organizational and Social Impacts
	    ▪ Organizational Changes brought by ICTs, Precautions and Measures
	    ▪ Societal Issues: Information Society, Social Media & Digital Divide

Teaching/Learning Methodology	In addition to conventional lectures in which basic concepts of information and communication technologies, information system designs, managerial concerns, etc., students are also required to form project groups and carry out a case study in which they have to investigate some selected business process of a human service organization, propose an information system project plan, discuss the course of development process. It is expected that through such mock exercise of information system development, students can gain the experience and knowledge of the various areas of concern in adopting information and communication technologies in the human service context.
Assessment Methods in Alignment with Intended Learning Outcomes	*(see table below)*

Specific assessment methods/tasks	% weighting	Intended subject learning outcomes to be assessed (Please tick as appropriate)					
		a	b	c	d	e	
1. Seminar	40%	√	√	√		√	
2. Written Assignment - Case Study	30%		√	√	√	√	
3. Quiz	30%	√				√	
Total	100%						

Students forming project groups are required to do a case study in which they have to investigate a selected business process of a human service organization, propose an information system project plan, discuss the course of development process and present their proposals in the seminar sessions. Through these learning activities, it is thus expected that learning outcomes (a) to (e) will be achieved.

At the end of the semester, a quiz will be held and students need to review what have been covered in the class. The quiz result is expected to reflect students' understanding of the basic concepts and knowledge of ICT application in human services, the concerns in information system design, as well as the impacts that ICT may bring to the organization or the community as a whole.

Student Study Effort Expected	Class contact:	
	▪ Lectures	26 Hrs.
	▪ Seminars	12 Hrs.
	Other student study effort:	
	▪ Written Assignment	35 Hrs.
	▪ Reading & Research	31 Hrs.
	Total student study effort	104 Hrs.

Medium of Instruction	English supplemented with Chinese

Medium of Assessment	BA Students will be assessed in English.
	HD Students will be allowed a choice of Chinese but encouraged to use English.

Reading List and References	**Essential**
	Laudon, K. & Laudon, J. (2012). *Management Information Systems: Managing the Digital Firm. (12th ed.).* Prentice-Hall.
	梁傳孫、陳沃聰 (2005)。《人本服務機構與資訊系統》網上學習教材。香港：香港理工大學應用社會科學系。
	Schoech, D. (1999). *Human Services Technology: Understanding, Designing, and Implementing Computer and Internet Applications in the Social Services.* Haworth Press

Supplementary

香港管理專業發展中心編 (1996)。*管理資訊系統*。香港：香港中文大學。

姚力堅 (1994)。*資訊科技新論*。香港：商務印書館。

Garson, G. D. (1997). *Computer Technology and Social Issues.* Harrisburg: Ideas Group Publishing.

Garson, G. D. (1999). *Information Technology and Computer Application in Public Administration: Issues and Trends.* Hershey: Ideas Group Publishing.

Kerslake, A., & Gould, N. (Eds.) (1996). *Information management in social services.* Singapore: Avebury.

Newson, E. P., & Parent, M. (1997). *Management information systems cases.* London, Ont.: Western Onterial University Press.

Sheaff, R., & Peel, V. (Eds.) (1995). *Managing health service information systems: An introduction.* London: Sage