

**Justice Institute of British Columbia**  
**COURSE OUTLINE**

<b>Course Code:</b>	FSS430
<b>Course Title:</b>	Managing Information and Technology in the Fire Service
<b>Prerequisite Courses:</b>	Computer Applications 100; FSS230 Essentials of Project Management; FSS235 Strategic Planning for the Fire Service; FSS340 Statistical Foundations for Decision Making in the Fire Service
<b>School:</b>	School of Public Safety & Security
<b>Division/Academy/Centre:</b>	Fire & Safety Division
<b>Previous Course Code &amp; Title:</b>	N/A
<b>Course First Offered:</b>	2008

<b># of Credits:</b>	<b>3.0</b>
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**Course Description:**

Learners explore challenges facing fire service managers who use or intend to use information and technology to enhance service delivery, decision making, manage knowledge or implement change. Learner will consider social, ethical, political, legal, security and other current issues surrounding information and technology.

**Course Goal(s):** Learners will use and manage organizational information and technology. They will consider the appropriate use and impact of information systems and technology and how it can best be used to support decision making, problem solving, and change management efforts.

**Learning Outcomes:**

Upon successful completion of this course, the learner will be able to:

- Describe how information technology has changed the way government and public service works, project future changes, and assess the areas of greatest potential for computer and telecommunication technologies application
- Debate social, political and ethical issues and problems arising from the use of information systems and technology
- Evaluate the information management requirements of their department and gauge the ability of existing systems to meet those requirements
- Determine questions that should be asked to decide whether an organization is appropriately using, controlling, and managing information technology
- Evaluate the potential impact and implications of information system and technology changes on the organization and the people working in it
- Assess how information systems and technology can most effectively support operational and strategic planning, decision making and change implementation
- Develop a working understanding of information technology

**Course Topics/Content:**

- Information Systems & the Fire Service
- Information Systems, Organizations, and Strategy
- Ethical, political, Legal and Social Issues in Information Systems
- IT Infrastructure and Emerging Technologies
- Foundations of Business Intelligence: Databases and Information Management
- Telecommunications, the Internet and Wireless Technology
- Securing Information Systems
- Managing Knowledge
- Enhancing Decision Making
- Building Information Systems

**Text and Resource Materials:**

**Required:**

- Garson, G. David (2006), *Public Information Technology and E-Governance; Managing the Virtual State*, Jones and Bartlett.
- White, Jay D. (2007), *Managing Information in the Public Sector*, M.E. Sharpe.

**Recommended:**

**Course Level:**

	First Year		Second Year		Third Year	X	Fourth Year
	Graduate		Other (describe):				

**Equivalent Course(s) within the JIBC:**

**Class Delivery Methods:**

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion				
Simulation/Lab				
Practicum/Fieldwork				
Online	42			
Correspondence				
<b>Total Class Hours</b>	42			

**Comments on Delivery Methods:**

**Course Grading System:**

	Letter Grades	X	Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		
<b>Passing Grade:</b>		50%			

**Evaluation Activities and Weighting:**

Final Exam	%	Assignments	30%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	20%	Discussion	50%
Quizzes/Test	%	Simulations	%	Practicum	%	<b>TOTAL</b>	<b>100%</b>

**Comments on Evaluation Activities and Weighting:**

**Other Course Guidelines, Procedures and Comments:**

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

**Academic Regulations:**

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy  
 Academic Progression Policy  
 Admissions Policy  
 Academic Appeals Policy  
 Evaluation Policy  
 Grading Policy

**Student Policies:**

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy  
 Harassment Policy – Students  
 Student Records Policy  
 Student Code of Conduct Policy

**JIBC Core Competencies**

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

**Critical thinking**

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

**Problem solving**

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

**Communication, oral and written**

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

**Leadership**

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

**Independent learning**

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

**Interpersonal relations**

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

**Inter-professional teamwork**

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

**Information literacy**

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.