

## H9IOM: Information Systems and Outcomes Measurement

<b>Module Code:</b>	H9IOM
<b>Long Title</b>	Information Systems and Outcomes Measurement <b>APPROVED</b>
<b>Title</b>	Information Systems and Outcomes Measurement
<b>Module Level:</b>	LEVEL 9
<b>EQF Level:</b>	7
<b>EHEA Level:</b>	Second Cycle
<b>Credits:</b>	5
<b>Module Coordinator:</b>	CORINA SHEERIN
<b>Module Author:</b>	Faye McGinley
<b>Departments:</b>	School of Business
<b>Specifications of the qualifications and experience required of staff</b>	
<b>Learning Outcomes</b>	
<i>On successful completion of this module the learner will be able to:</i>	
<b>#</b>	<b>Learning Outcome Description</b>
LO1	Clarify, analyse and appraise the information needs of a non-profit organisation, understanding this need in relation to a broader service delivery information strategy, understanding non-profit technology strategies and how these operate together to provide integrated MIS systems.
LO2	Critically evaluate information rights and obligations, including legal data protection and data security compliance, in relation to MIS solutions.
LO3	Formulate and evaluate a map of a service information requirements covering all key work processes, information management and reporting needs to enable effective design of a management information system and be able to discriminate appraise cloud based systems against this map.
LO4	Develop skills to be able to develop an impact map and establish clarity on outcome indicators using logic models or theory of change
LO5	Analyse a non profit organisation's strengths and weaknesses in relation to outcome and impact measurement and analyse antecedents for these and identify responses to these challenges.
LO6	Appraise appropriate outcome indicator tools and assess and defend the appropriateness of validated and bespoke research tools
<b>Dependencies</b>	
<b>Module Recommendations</b>	
No recommendations listed	
<b>Co-requisite Modules</b>	
No Co-requisite modules listed	
<b>Entry requirements</b>	

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Module Content & Assessment			
Indicative Content			
<b>Management Information Systems</b> • Introduction to Information Management and Management Information • Successful commercial [SME] and state use of information management systems – strategic technology • Digital divide and why charities find them on the wrong side • Digital inclusion, elnclusion, EU and Irish state strategy to bridge the digital divide • Alignment of best practice in service delivery with strategic technology			
<b>User centric versus constituent centric information</b> • Client and Case Management system requirements • Information Management prior to computerisation - Information categorisation and filing systems • Spot technology solutions to particular information management needs • Single shared information system - a model • Management information solution [MIS] build on information management system • Service delivery chains and the sharing and reporting across services and up the chain			
<b>Strategic Technology projects – planning and delivery</b> • Charity technology strategy – technology to support a single shared information system • Methodology – Requirements gathering – time-lining processes and documentation of requirements • Mapping requirements – align best practice in service delivery with strategic technology solutions • Charity technology options, technology donations and integration of technology solutions • Budgets and timelines			
<b>Model charity technology projects</b> Case Studies - eCASS – comprehensive addiction services solution • fundraising, volunteer management and communication – website integration • integrated CRM and financial accounting solutions • Dashboards and Reports – MIS			
<b>Project management for IM and outcome projects</b> • Overview of Kotter's change management theory • Creating the vision and engaging stakeholders • Using data to support uptake of new practice • Overcoming common project management hurdles (i.e. low uptake of new practice, lack of staff engagement, low value on new practices, issues in relation to competency, lack of access to hardware)			
<b>Data protection</b> • Understanding your role as a data controller • IM technology • What is sensitive data? • The difference between anonymous and • Consent • Data management and use			
<b>Impact Measurement</b> • Why is social impact measurement needed • Recent changes to the sector, i.e. commissioning, social bonds and the role on impact measurement • Evaluating organisations approach to outcome measurement • Developing an outcomes framework - what is involved • The difference between data on satisfaction and data on outcomes			
<b>Using the Logic Model in Social Impact Measurement</b> • Terminology – inputs, outputs, outcomes, impact, indicators • Pros and cons of this method • Facilitative techniques / process for supporting engagement of the team • Avoiding common pitfalls (not using appropriate language, confusing process data and outcomes • Applied examples			
<b>Theory of Change and how it can be applied to non profit measurement</b> • Terminology – assumptions, goals . needs statements • Pros and cons of this method • Facilitative techniques / process • Avoiding common pitfalls (not critiquing assumptions, confusing outcomes and methods, skipping steps in the process) • Applied examples			
<b>Social Return on Investment</b> • Terminology – impact, deadweight, attribution, materiality, proxies • Pros and cons of this method • The seven principles and applying these • Avoiding common pitfalls (lack of validated data, overvaluing, not capturing attribution and deadweight, leaving out negative outcomes, ) • Applied examples			
<b>Selecting the most relevant tool for social impact measurement</b> • The four ways of measuring change (action, participnat view, observer view and test0 • Where to find validated tools • Understanding validation • How to evaluate tools • Developing bespoke tools • Pre and Post data collection – why this is needed • Undertaking data collection – focus groups, interviews and survey • Benchmarking			
<b>Communicating your impact</b> • How to enagage with stakeholders • Using findings to tell a story • Consistent improvement of outcome measurement			
Assessment Breakdown			%
Coursework			100.00%
Assessments			
Full Time			
Coursework			
<b>Assessment Type:</b>	Assignment 1	<b>% of total:</b>	50
<b>Assessment Date:</b>	n/a	<b>Outcome addressed:</b>	1,2,3
<b>Non-Marked:</b>	No		
<b>Assessment Description:</b> This project involves individual students developing a CRM plan for their organisation or around a case study from the non profit sector. Learners will apply knowledge from the course as well as external reading to develop this applied plan.			
<b>Assessment Type:</b>	Assignment 2	<b>% of total:</b>	50
<b>Assessment Date:</b>	n/a	<b>Outcome addressed:</b>	4,5,6
<b>Non-Marked:</b>	No		
<b>Assessment Description:</b> Learners will complete an individual project on developing a Social Impact Measurement for an organisation of their choice. An indicative outline of the project is as follows: 1. Explain what you perceive to be the difference between outputs, outcomes and impact measurement. 2. Analyse your organisations strengths and weaknesses in relation to outcome and impact measurement, considering among other things: planning, clarity of vision, consistency of approach, staff engagement, quality of the outcome information, the organisations ability to learn from and analyse information, the meaningfulness of outcomes from various stakeholder groups: clients, staff and funders, The organisations abili			
No End of Module Assessment			
No Workplace Assessment			

## H9IOM: Information Systems and Outcomes Measurement

Module Workload				
Module Target Workload Hours 0 Hours				
Workload: Full Time				
Workload Type	Workload Description	Hours	Frequency	Average Weekly Learner Workload
Lecture	No Description	30	Every Week	30.00
Independent Learning Time	No Description	95	Every Week	95.00
Total Weekly Contact Hours				30.00

Module Resources	
<i>This module does not have any book resources</i>	
<i>This module does not have any article/paper resources</i>	
<i>This module does not have any other resources</i>	
Discussion Note:	