



MONASH University

FIT5088
Information and knowledge management systems

Unit guide

Semester 2, 2008

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FIT5088 Information and knowledge management systems - Semester 2 , 2008

Unit leader :

A/Prof Frada Burstein

Lecturer(s) :

Caulfield

- A/Prof Frada Burstein

Tutors(s) :

Caulfield

- Rebecca French

Introduction

Welcome to FIT5088 Information and knowledge management systems for semester 2, 2008. This unit is part of the Corporate Information and Knowledge Management professional track. It can also be taken as an elective unit in all FIT masters.

The unit will allow you to learn about technologies for managing personal and organisational, structured and unstructured information and knowledge.

Unit synopsis

ASCED Code 020399 IS not elsewhere classified

This unit provides students with skills and knowledge relating to the use of latest technologies for managing knowledge, electronic documents and records to meet the needs of individuals, work groups and organisations. The unit aims to build a general understanding of technologies for managing personal and organisational structured and unstructured information and knowledge and the methods of developing systems to handle it. Students study the business context, requirements analysis techniques and implementation issues for electronic document management, recordkeeping, content and other information and knowledge management systems.

Learning outcomes

Knowledge and Understanding

By the end of this unit students will have knowledge and skills to:

1. Understand organisational contexts of technological infrastructures and emerging technological frameworks for electronic information and knowledge management systems, including intranet and Internet environments;
2. Appreciate the capabilities and limitations of many products on the information and knowledge management systems market and how to use implementation strategies to maximise their strengths and minimize their weaknesses;
3. Identify and select from appropriate strategic options for designing and implementing an information and knowledge management project in an organisational context;
4. Participate in electronic document lifespan management, involving document creation within systems and the use of documents for workgroup, organizational and social purposes, appreciating how these aspects interrelate and influence each other;
5. Conduct requirements identification, design and deployment of information and knowledge management systems as part of the information strategy implementation.

Workload

For on campus students, workload commitments are:

- two-hour lecture and
- one-hour tutorial (or laboratory) (requiring advance preparation)
- a minimum of 2-3 hours of personal study per one hour of contact time in order to satisfy the reading and assignment expectations.

- You will need to allocate up to 5 hours per week in some weeks, for use of a computer, including time for newsgroups/discussion groups.

Off-campus students generally do not attend lecture and tutorial sessions, however, you should plan to spend equivalent time working through the relevant resources and participating in discussion groups each week.

Unit relationships

Prerequisites

Before attempting this unit you must have satisfactorily completed

(FIT9003 and FIT9006) or IMS9001 or BUS5021

, or equivalent.

Relationships

FIT5088 is a part of the CIKM professional track in the Masters course work degrees.

Before attempting this unit you must have satisfactorily completed

(FIT9003 and FIT9006) or IMS9001 or BUS5021

, or equivalent.

You may not study this unit and

LAR5720, (translation set IMS5033), IMS3611, FIT3122, IMS5330, IMS3012

in your degree.

Continuous improvement

Monash is committed to 'Excellence in education' and strives for the highest possible quality in teaching and learning. To monitor how successful we are in providing quality teaching and learning Monash regularly seeks feedback from students, employers and staff. Two of the formal ways that you are invited to provide feedback are through Unit Evaluations and through Monquest Teaching Evaluations.

One of the key formal ways students have to provide feedback is through Unit Evaluation Surveys. It is Monash policy for every unit offered to be evaluated each year. Students are strongly encouraged to complete the surveys as they are an important avenue for students to "have their say". The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

Student Evaluations

The Faculty of IT administers the Unit Evaluation surveys online through the my.monash portal, although for some smaller classes there may be alternative evaluations conducted in class.

If you wish to view how previous students rated this unit, please go to <http://www.monash.edu.au/unit-evaluation-reports/>

Over the past few years the Faculty of Information Technology has made a number of improvements to its courses as a result of unit evaluation feedback. Some of these include systematic analysis and planning of unit improvements, and consistent assignment return guidelines.

Monquest Teaching Evaluation surveys may be used by some of your academic staff this semester. They are administered by the Centre for Higher Education Quality (CHEQ) and may be completed in class with a facilitator or on-line through the my.monash portal. The data provided to lecturers is completely anonymous. Monquest surveys provide academic staff with evidence of the effectiveness of their teaching and identify areas for improvement. Individual Monquest reports are confidential, however, you can see the summary results of Monquest evaluations for 2006 at <http://www.adm.monash.edu.au/cheq/evaluations/monquest/profiles/index.html>

Improvements to this unit

This unit is offered the first time. It is partly using the material for IMS5033 and IMS5330. Your feedback on the content and delivery is very valuable for me.

Please feel free to provide it throughout the semester as well as through a Monquest evaluation.

Unit staff - contact details

Unit leader

A/Prof Frada Burstein

Contact hours : each week after lecture or by appointment

Lecturer(s) :

A/Prof Frada Burstein

Contact hours : each week after lecture or by appointment

Tutor(s) :

Ms Rebecca French

Additional communication information

Outside the scheduled class contact hours, you can contact me by email, phone, or during the consultation hours (available on unit webpage or at CaSIT Frontdesk) or by making an appointment.

You may also contact Ms Rebecca.French (Rebecca.French@infotech.monash.edu.au), who is a Teaching Assistant for this unit.

If you need to pass me a message urgently and are unable to contact me otherwise, please contact: CaSIT Frontdesk, Level 6 - Building H, Ph: 990 32535

Teaching and learning method

Tutorial allocation

On-campus students should register for tutorials/laboratories using Allocate+.

Off-campus distributed learning or flexible delivery

Off-campus students will get access to the lecture recording and all other material at the same time as the on-campus students.

They are expected to participate in the on-line discussion forum and address at least 50% of the tutorial questions either directly or as comments to the submissions from others.

Ms Rebecca French will be helping you with special enquiries as a Teaching Assistant for OCL students.

Communication, participation and feedback

Monash aims to provide a learning environment in which students receive a range of ongoing feedback throughout their studies. You will receive feedback on your work and progress in this unit. This may take the form of group feedback, individual feedback, peer feedback, self-comparison, verbal and written feedback, discussions (on line and in class) as well as more formal feedback related to assignment marks and grades. You are encouraged to draw on a variety of feedback to enhance your learning.

It is essential that you take action immediately if you realise that you have a problem that is affecting your study. Semesters are short, so we can help you best if you let us know as soon as problems arise. Regardless of whether the problem is related directly to your progress in the unit, if it is likely to interfere with your progress you should discuss it with your lecturer or a Community Service counsellor as soon as possible.

Unit Schedule

Week	Topic	Key dates
1	Introduction: information and knowledge management in a "document world"	14 July
2	Modes and sources of information and knowledge and their management	21 July
3	Building a business case for IKM infrastructure	28 July
4	IM strategic planning- Guest lecture	4 August
5	Functional and technical analysis for IKM infrastructure	11 August
6	IKM systems characteristics	18 August
7	Information pluralisation: IKM for collaboration and knowledge sharing	25 August
8	IKM Services (guest lecture)	1 September
9	Tools for dynamic information access	8 September
10	Meeting Information needs: Intelligent systems	15 September
11	Personal IKM (guest lecture)	22 September
Mid semester break		
12	IKM evaluation frameworks	6 October
13	Summary and conclusion: information continuum	13 October

Unit Resources

Prescribed text(s) and readings

There is no prescribed text for this unit

Recommended text(s) and readings

- Asprey, L.G., and M. Middleton. Integrative Document and Content Management: Strategies for Exploiting Enterprise Knowledge. Hershey, PA, USA: Idea Group, 2003.
- Tiwana, A. (2002) The Knowledge Management Toolkit: Practical techniques for building knowledge management systems, 2nd ed.; Prentice-Hall International.

Other references:

- Awad, Elias M and Ghaziri, Hassan M., (2003) Knowledge Management, ISBN:0-1303-4820-1, Pearson International
- Becerra-Fernandez, Gonzalez and Sabherwal (2003) Knowledge Management: Challenges, Solutions and Technologies, Prentice Hall.
- Jay Kennedy and Cheryl Schauder, Records Management: A Guide to Corporate Recordkeeping, 2nd edition (South Melbourne: Longman, 1998)
- Sue McKemmish, Michael Piggott, Barbara Reed and Frank Upward, Archives: Recordkeeping in Society, (Wagga Wagga: Charles Sturt University Press, 2006).

Required software and/or hardware

- A set of current technology systems will be made available for analysis and evaluation through the Monash KM Laboratory sponsorship.
- Respective Monash University information systems will be used as case study context

Equipment and consumables required or provided

Students studying off-campus are required to have the minimum system configuration specified by the Faculty as a condition of accepting admission, and regular Internet access. On-campus students, and those studying at supported study locations may use the facilities available in the computing labs. Information about computer use for students is available from the ITS Student Resource Guide in the Monash University Handbook. You will need to allocate up to **n** hours per week for use of a computer, including time for newsgroups/discussion groups.

Study resources

Study resources we will provide for your study are:

- Weekly detailed lecture notes and lecture recordings;
- Weekly tutorial or laboratory tasks;
- Assignment specifications and marking guide;
- A sample examination;
- Discussion forum;
- This Unit Guide outlining the administrative information for the unit;
- The unit web site on MUSO, where resources outlined above will be made available.

Library access

The Monash University Library site contains details about borrowing rights and catalogue searching. To learn more about the library and the various resources available, please go to <http://www.lib.monash.edu.au>. Be sure to obtain a copy of the Library Guide, and if necessary, the instructions for remote access from the library website.

This unit will use Moodle (<http://moodle.monash.edu.au>) site to deliver information and support an on-line discussion.

Monash University Studies Online (MUSO)

All unit and lecture materials are available through MUSO (Monash University Studies Online). Blackboard is the primary application used to deliver your unit resources. Some units will be piloted in Moodle. If your unit is piloted in Moodle, you will see a link from your Blackboard unit to Moodle (<http://moodle.monash.edu.au>) and can bookmark this link to access directly. In Moodle, from the Faculty of Information Technology category, click on the link for your unit.

You can access MUSO and Blackboard via the portal: <http://my.monash.edu.au>

Click on the Study and enrolment tab, then Blackboard under the MUSO learning systems.

In order for your Blackboard unit(s) to function correctly, your computer needs to be correctly configured.

For example:

- Blackboard supported browser
- Supported Java runtime environment

For more information, please visit: <http://www.monash.edu.au/muso/support/students/downloadables-student.html>

You can contact the MUSO Support by: Phone: (+61 3) 9903 1268

For further contact information including operational hours, please visit:
<http://www.monash.edu.au/muso/support/students/contact.html>

Further information can be obtained from the MUSO support site:
<http://www.monash.edu.au/muso/support/index.html>

Assessment

Unit assessment policy

To pass this unit, a student must obtain :

- 40% or more in the unit's examination and
- 40% or more in the unit's non-examination assessment
and
- an overall unit mark of 50% or more

If a student does not achieve 40% or more in the unit examination or the unit non-examination assessment then a mark of no greater than 44-N will be recorded for the unit.

Assignment tasks

- **Assignment Task**

Title : IKM software systems evaluation

Description :

Group exercise and presentation

Weighting : 25%

Criteria for assessment :

A Marking Guide for a presentation and report will be made available through Moodle site

Due date : week 7

- **Assignment Task**

Title : Individual short research paper

Description :

Weighting : 15%

Criteria for assessment :

Due date : week 4

- **Assignment Task**

Title : Active participation

Description :

This mark will be allocated based on your participation in the tutorial, lecture and on-line discussion

Weighting : 10%

Criteria for assessment :

The quality and frequency of your participation will determine the mark for this component of the assessment.

Due date : throughout the semester

Remarks (optional - leave blank for none) :

On campus students are expected to attend and participate in at least 50% of the lectures and tutorials.

Off campus students will be assessed based on their contribution to the forum

Examinations

- **Examination**

Weighting : 50%

Length : 2 hours

Type (open/closed book) : Closed book

Assignment submission

Assignment report will be submitted by **paper** submission to **Assignments submission box at level 6, H block, Caulfield**. On-campus students Submit the assignment to the **the tutor or a submission box by the due dates, 5pm** with the appropriate cover sheet correctly filled out and attached. Presentations will be arranged individually.

Do not email submissions. The due date is the date by which the submission must be received/the date by which the the submission is to be posted.

Off Campus (OCL) students [OCL only] can submit your submissions via the MUSO system or mail as a hard copy. A proper cover sheet needs to be attached in any case. The due date is the date by which the submission must be received/the date by which the the submission is to be posted.

Assignment coversheets

The students have to include an assignment coversheet. Assignment coversheets can be found form "Student assignment coversheets" (<http://infotech.monash.edu.au/resources/student/assignments/>) page on the faculty website

University and Faculty policy on assessment

Due dates and extensions

The due dates for the submission of assignments are given in the previous section. Please make every effort to submit work by the due dates. It is your responsibility to structure your study program around assignment deadlines, family, work and other commitments. Factors such as normal work pressures, vacations, etc. are seldom regarded as appropriate reasons for granting extensions. Students are advised to NOT assume that granting of an extension is a matter of course.

Requests for extensions must be made to the unit lecturer at your campus at least two days before the due date. You will be asked to forward original medical certificates in cases of illness, and may be asked to provide other forms of documentation where necessary. A copy of the email or other written communication of an extension must be attached to the assignment submission.

Late assignment

Assignments received after the due date will be subject to a penalty of to a penalty of 5% per day, including weekends. Assignments received later than one week (seven days) after the due date will not normally be accepted.

Students applying for an extension based on special consideration should follow the Faculty procedures.

This policy is strict because comments or guidance will be given on assignments as they are returned, and sample solutions may also be published and distributed, after assignment marking or with the returned assignment.

Return dates

Students can expect assignments to be returned within two weeks of the submission date or after receipt, whichever is later.

Assessment for the unit as a whole is in accordance with the provisions of the Monash University Education Policy at <http://www.policy.monash.edu/policy-bank/academic/education/assessment/>

We will aim to have assignment results made available to you within two weeks after assignment receipt.

Plagiarism, cheating and collusion

Plagiarism and cheating are regarded as very serious offences. In cases where cheating has been confirmed, students have been severely penalised, from losing all marks for an assignment, to facing disciplinary action at the Faculty level. While we would wish that all our students adhere to sound ethical conduct and honesty, I will ask you to acquaint yourself with Student Rights and Responsibilities (<http://www.infotech.monash.edu.au/about/committees-groups/facboard/policies/studrights.html>) and the Faculty regulations that apply to students detected cheating as these will be applied in all detected cases.

In this University, cheating means seeking to obtain an unfair advantage in any examination or any other written or practical work to be submitted or completed by a student for assessment. It includes the use, or attempted use, of any means to gain an unfair advantage for any assessable work in the unit, where the means is contrary to the instructions for such work.

When you submit an individual assessment item, such as a program, a report, an essay, assignment or other piece of work, under your name you are understood to be stating that this is your own work. If a submission is identical with, or similar to, someone else's work, an assumption of cheating may arise. If you are planning on working with

another student, it is acceptable to undertake research together, and discuss problems, but it is not acceptable to jointly develop or share solutions unless this is specified by your lecturer.

Intentionally providing students with your solutions to assignments is classified as "assisting to cheat" and students who do this may be subject to disciplinary action. You should take reasonable care that your solution is not accidentally or deliberately obtained by other students. For example, do not leave copies of your work in progress on the hard drives of shared computers, and do not show your work to other students. If you believe this may have happened, please be sure to contact your lecturer as soon as possible.

Cheating also includes taking into an examination any material contrary to the regulations, including any bilingual dictionary, whether or not with the intention of using it to obtain an advantage.

Plagiarism involves the false representation of another person's ideas, or findings, as your own by either copying material or paraphrasing without citing sources. It is both professional and ethical to reference clearly the ideas and information that you have used from another writer. If the source is not identified, then you have plagiarised work of the other author. Plagiarism is a form of dishonesty that is insulting to the reader and grossly unfair to your student colleagues.

Register of counselling about plagiarism

The university requires faculties to keep a simple and confidential register to record counselling to students about plagiarism (e.g. warnings). The register is accessible to Associate Deans Teaching (or nominees) and, where requested, students concerned have access to their own details in the register. The register is to serve as a record of counselling about the nature of plagiarism, not as a record of allegations; and no provision of appeals in relation to the register is necessary or applicable.

Non-discriminatory language

The Faculty of Information Technology is committed to the use of non-discriminatory language in all forms of communication. Discriminatory language is that which refers in abusive terms to gender, race, age, sexual orientation, citizenship or nationality, ethnic or language background, physical or mental ability, or political or religious views, or which stereotypes groups in an adverse manner. This is not meant to preclude or inhibit legitimate academic debate on any issue; however, the language used in such debate should be non-discriminatory and sensitive to these matters. It is important to avoid the use of discriminatory language in your communications and written work. The most common form of discriminatory language in academic work tends to be in the area of gender inclusiveness. You are, therefore, requested to check for this and to ensure your work and communications are non-discriminatory in all respects.

Students with disabilities

Students with disabilities that may disadvantage them in assessment should seek advice from one of the following before completing assessment tasks and examinations:

- Faculty of Information Technology Student Service staff, and / or
- your Unit Coordinator, or
- [Disabilities Liaison Unit](#)

Deferred assessment and special consideration

Deferred assessment (not to be confused with an extension for submission of an assignment) may be granted in cases of extenuating personal circumstances such as serious personal illness or bereavement. Information and forms for Special Consideration and deferred assessment applications are available at

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<http://www.monash.edu.au/exams/special-consideration.html>. Contact the Faculty's Student Services staff at your campus for further information and advice.