



**MONASH** University

**FIT5086**  
**Information and knowledge management principles**

**Unit guide**

**Semester 1, 2009**

*Last updated : 20 Apr 2009*

# Table of Contents

<b><u>FIT5086 Information and knowledge management principles - Semester 1, 2009</u></b> .....	<b>1</b>
<u>Unit leader</u> :.....	1
<u>Lecturer(s)</u> :.....	1
<u>Caulfield</u> .....	1
<u>Tutors(s)</u> :.....	1
<u>Caulfield</u> .....	1
<u>Introduction</u> .....	1
<u>Unit synopsis</u> .....	1
<u>Learning outcomes</u> .....	1
<u>Workload</u> .....	2
<u>Unit relationships</u> .....	2
<u>Prerequisites</u> .....	2
<u>Relationships</u> .....	2
<u>Continuous improvement</u> .....	2
<u>Student Evaluations</u> .....	3
<u>Unit staff - contact details</u> .....	3
<u>Unit leader</u> .....	3
<u>Lecturer(s)</u> :.....	3
<u>Tutor(s)</u> :.....	3
<u>Teaching and learning method</u> .....	3
<u>Off-campus distributed learning or flexible delivery</u> .....	3
<u>Communication, participation and feedback</u> .....	3
<u>Unit Schedule</u> .....	4
<u>Unit Resources</u> .....	4
<u>Prescribed text(s) and readings</u> .....	4
<u>Recommended text(s) and readings</u> .....	4
<u>Equipment and consumables required or provided</u> .....	5
<u>Study resources</u> .....	5
<u>Library access</u> .....	5
<u>Monash University Studies Online (MUSO)</u> .....	5
<u>Assessment</u> .....	6
<u>Unit assessment policy</u> .....	6
<u>Assignment tasks</u> .....	6
<u>Assignment submission</u> .....	7
<u>Assignment coversheets</u> .....	7
<u>University and Faculty policy on assessment</u> .....	7
<u>Due dates and extensions</u> .....	7
<u>Late assignment</u> .....	8
<u>Return dates</u> .....	8
<u>Plagiarism, cheating and collusion</u> .....	8
<u>Register of counselling about plagiarism</u> .....	9
<u>Non-discriminatory language</u> .....	9
<u>Students with disabilities</u> .....	9
<u>Deferred assessment and special consideration</u> .....	9

# **FIT5086 Information and knowledge management principles - Semester 1, 2009**

## **Unit leader :**

Henry Linger

## **Lecturer(s) :**

### **Caulfield**

- Henry Linger

## **Tutors(s) :**

### **Caulfield**

- Joanne Mihelcic

## **Introduction**

Welcome to FIT5086, Information and Knowledge Management Principles (IKM Principles). This is a 6 point unit, that is:

- a core unit in the Corporate IKM professional track in the Master Business Information Systems
- an elective unit in all FIT masters
- an elective unit in the Master of Business (IT Management)

The unit has been designed to provide students with an understanding of the principles and theoretical underpinning of IKM in an organisational context. These concepts and principles will be illustrated through IKM case studies.

## **Unit synopsis**

The unit aims to present a coherent view on the role of knowledge and knowledge management in organisations from a multidisciplinary perspective. Students gain an appreciation of unstructured and semi-structured knowledge and learn current techniques that permit this knowledge to be applied to perform organisational activities. The unit presents a comprehensive model of the knowledge management process from organisational and technological perspectives. Students will have an opportunity to explore current approaches to knowledge management in the context of a variety of case studies.

## **Learning outcomes**

Knowledge and Understanding

At the completion of FIT5086, students will have knowledge and understanding of:

- The theoretical underpinning of knowledge management

- Knowledge management as a socio-technical system in an organisational context
- A range of approaches that support knowledge management in organisations
- The stages and processes that define knowledge management practice
- The extent to which ICT can support knowledge management practices

Students should also have good understanding of organisational context, including organisational structures and processes, as well as knowledge of IT deployment within organisations.

## Workload

The workload commitments are 12 hours of study per week for 13 weeks, comprising:

- 3 hours lecture/seminar/tutorial or OCL equivalent
- 5 hours of reading and individual study time
- 4 hours of assignments

## Unit relationships

### Prerequisites

Before attempting this unit you must have satisfactorily completed

FIT9003 and FIT9006, or equivalent.

### Relationships

FIT5086 is:

- a core unit in the Corporate IKM professional track in the Master Business Information Systems
- an elective unit in all FIT Masters
- an elective unit in the Master of Business (IT Management)

## Continuous improvement

Monash is committed to 'Excellence in education' (Monash Directions 2025 - <http://www.monash.edu.au/about/monash-directions/directions.html>) 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. One of the key formal ways students have to provide feedback is through Unit Evaluation Surveys. The University's Unit Evaluation policy (<http://www.policy.monash.edu/policy-bank/academic/education/quality/unit-evaluation-policy.html>) requires that every unit offered is 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.

Faculties have the option of administering the Unit Evaluation survey online through the my.monash portal or in class. Lecturers will inform students of the method being used for this unit towards the end of the semester.

## Student Evaluations

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

## Unit staff - contact details

### Unit leader

#### Dr Henry Linger

Senior Lecturer

Phone +61 3 990 32260

Contact hours : By appointment

### Lecturer(s) :

#### Dr Henry Linger

Senior Lecturer

Phone +61 3 990 32260

### Tutor(s) :

#### Ms Joanne Mihelcic

## Teaching and learning method

Lecture/Seminar

Teaching of the unit will comprise of formal lecture presentations, tutorial discussions and practical assignments.

Seminars will raise significant issues related to weekly topics and provide students with the knowledge of fundamental theories and concepts. The issues will be critically examined through presentations and discussions based on reading materials and published case studies. Reading materials will be posted on the Unit website in advance of the scheduled discussion but students will also be encouraged to contribute material that they consider relevant to the topics/issues as well as presenting their personal experiences. Practitioners will be invited to lead specific seminars. Students will also have an opportunity to apply the concepts through case studies and problem solving exercises.

## Off-campus distributed learning or flexible delivery

The unit will be recorded and available to OCL students through MULO. Seminar discussions will be supported by discussion groups on the MUSO unit website. All students will be encouraged to participate in these discussion groups which will be moderated by teaching staff.

Copies of lecture slides and other material will be made available to all students through the unit website.

## 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.

Please Note: The schedule below may be subject to change during the semester. Any such changes will be notified on the unit web site .

## Unit Schedule

Week	Topic	Key dates
1	Introductions	
2	Theoretical Background - The Continuum Model	
3	The context of IKM	
4	IKM Models and Frameworks	
5	IKM Structure: Organizational Design	
6	IKM Structure: Information Resources	
Mid semester break		
7	IKM Structure: Technology infrastructure	
8	IKM Functions: Remembering	
9	IKM Functions: Learning	
10	IKM Functions: Sense-making	
11	Supporting knowledge work- the Task-based KM Approach	
12	Implementation Issues	
13	Summary and Review	

## Unit Resources

### Prescribed text(s) and readings

Seminars will be supported with relevant articles, papers and other materials that will be detailed on the unit website. Where appropriate textbooks will also be recommended.

Text books are available from the [Monash University Book Shops](#). Availability from other suppliers cannot be assured. The Bookshop orders texts in specifically for this unit. You are advised to purchase your text book early.

### Recommended text(s) and readings

Seminars will be supported with relevant articles, papers and other materials that will be detailed on the unit website.

The following books provide a good overview of the current thinking on the topic:

- Davenport, T. H. (2005). *Thinking for a living: How to get better performance and results from knowledge workers*. Boston, MA. Harvard Business School Press.
- Davenport, T.H. & Prusak, L. (1998). *Working knowledge: How organizations manage what they know*. Boston: Harvard Business School Press.

- Nonaka, I. & Takeuchi, H. (1995). *The knowledge-creating company: How Japanese companies create the dynamics of innovation*. New York : Oxford University Press.
- Becerra-Fernandez, I., Gonzalez, A., & Sabherwal, R. (2004). *Knowledge management: Challenges, solutions and technologies*. Upper Saddle River, NJ: Pearson Education.

## 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:

All relevant materials and resources will be available to students through the unit web site on MUSO. In addition the unit will make use of the Discussion facility on MUSO and students will be expected to participate in these discussions.

## 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>.

The Educational Library and Media Resources (LMR) is also a very resourceful place to visit at <http://www.education.monash.edu.au/library/>

## 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

The unit assessment comprises:

Assignment: 50% Formal supervised assessment: 50%

In order to pass this unit, a student must gain all of the following:

- at least 40% of the marks of the formal assessment component taken as a whole
- at least 40% of the marks of the assignment and class activity component taken as a whole
- at least 50% of the total marks for the unit

Where a student gains less than 40% for either the formal or assignment component, the final result for the unit will be no greater than '44-N'.

### Assignment tasks

#### • Assignment Task

**Title :** Class Activities - Supervised Assessment

**Description :**

The activities will be specified on Task sheets posted on MUSO. The tasks will include practical exercises and written pieces relating to the issues raised in the seminars. Students will also be expected to formally participate in certain discussion groups on-line

**Weighting :** 30%

**Criteria for assessment :**

Will be specified on Task sheets

**Due date :** Will be specified on the Task sheets

#### • Assignment Task

**Title :** Case Study Assignment

**Description :**

This assignment will involve an analysis of a IKM case study, either of an actual organisation or previously published case.

**Weighting :** 50%

**Criteria for assessment :**

Will be specified on Assignment Sheet

**Due date :** Will be specified on Assignment Sheet

- **Assignment Task**

**Title :** Essay - Supervised Assessment

**Description :**

An academic essay of 3000 words on a topic that will be specified in class.

**Weighting :** 20%

**Criteria for assessment :**

Will be specified on the Essay task sheet

**Due date :** Will be specified on the Essay task sheet

## Assignment submission

On-campus students will submit their assignments to their tutor by **9pm on the due date**, with the appropriate cover sheet correctly filled out and attached.

Off Campus (OCL) students should email their assignments to the teaching assistance assigned to them. The assignments must have the appropriate cover sheet attached and be submitted as a single file. The email must be received by the teaching assistant on the date by which the submission due.

## Assignment coversheets

All assessable work must be submitted with an appropriate coversheet. Any work without a coversheet will not be assessed.

Assignment coversheets can be downloaded from the under the Faculty website by selecting "Student Support and Service" and selecting the "Student assignment coversheet" option from the "Study and unit resources" list.

## 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.

Extensions for assessment items are due to serious short term circumstances eg. the flu.

Requests for extensions must be made to the unit lecturer on your campus at least two days before the due date. If this is not possible you will be asked to provide adequate reasons for late requests.

Students are required to complete an 'Application for extension of time for submission of an assessment task' form which is located at

<http://www.infotech.monash.edu.au/resources/student/forms/>

The form explains clearly under what circumstances the application can be made.

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.

Special Consideration forms should be used when students are affected by longer term circumstances eg. serious illness. A different procedure applies in these circumstances. Please check the Faculty website for the current policy regarding Special Consideration.

## Late assignment

Assignments received after the due date will be subject to a penalty of 10% of the total assignment mark per day, including weekends. Assignments received later than one week after the due date will not normally be accepted.

## 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/>

## 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 the University Plagiarism policy and procedure (<http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html>) which applies to students detected plagiarising.

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