



MONASH University

FIT3099
Knowledge management

Unit Guide

Semester 2, 2009

The information contained in this unit guide is correct at time of publication. The University has the right to change any of the elements contained in this document at any time.

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Chief Examiner:

A/Professor Frada Burstein

Lecturer(s) / Leader(s):

Caulfield

A/Prof Frada Burstein

Contact hours: each week after lecture or by appointment

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.

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

Introduction

Welcome to

FIT3099 Knowledge management - Semester 2, 2009.

This 6 point unit is core in the IM major of the BITS degree.

The unit has been designed to provide you with an understanding of how people use information systems to generate, share, store and apply knowledge to improve personal and organisational work efficiency.

Unit synopsis

This unit aims to provide students with an understanding of a range of techniques for utilising personal and organisational knowledge to increase organisational efficiency. A broad range of topics will be covered relating to initiating and implementing knowledge management (KM) initiatives. The unit will focus on information systems development evolution to knowledge management. The topics to cover include KM implementation life cycle; KM systems analysis and design; Knowledge audit; Creating KM blueprint; KM development approaches; organisational and people issues in KM development, designing a KM team; KM deployment and evaluation.

Learning outcomes

On completion of this subject students will have a theoretical and conceptual understanding of:

1. the meanings applied to the terms knowledge and knowledge management in organisational context;
2. a range of approaches that may support knowledge management activities;
3. the methods and approaches for implementing knowledge management in the organisation;
4. the techniques from information systems, artificial intelligence, documents and records management for representing and manipulating knowledge;
5. the concept of ownership of knowledge and the validity of knowledge processes.

At completion of this unit, students should have developed attitudes which allow them to be able to effectively communicate knowledge management perspectives to associated business and professional groups.

At the completion of this unit, students should have developed the skills to evaluate the sources and potential value of knowledge within an organisation.

At completion of this unit, students should have developed attitudes which allow them to work productively individually and within a team.

Contact hours

3 x contact hrs/week

Workload

For on campus students, workload commitments are:

- one-hour lecture and
- two-hour tutorial (or laboratory) (may require 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 participating in discussion forum, including time for working on your practical assignments.

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

36 credit points of 1st year units or equivalent

Prohibitions

IMS3012

Relationships

FIT3099 is a third core unit in the IM major of the BITS degree

It can be taken as an elective in any other BITS majors, where you have satisfied the prerequisites and course rules permit

It incorporates parts of the content of IMS3012 from the course 3323 Bachelor of Information Systems (BIS).

Teaching and learning method

Lectures will be used to introduce key themes and highlight the main points of interest within each theme. Tutorials will be used to discuss the application of theory in practical situations and evaluate software systems from the Moansh KM Lab. Case studies of knowledge management practice will be used as the basis for discussion of issues. Students will be expected to carry out case study analyses and present the findings as the basis for discussions in class. Students will be required to make use of reference material to provide examples of knowledge management issues and current practices.

Timetable information

For information on timetabling for on-campus classes please refer to MUTTS, <http://mutts.monash.edu.au/MUTTS/>

Tutorial allocation

On-campus students should register for tutorials/laboratories using the Allocate+ system:
<http://allocate.cc.monash.edu.au/>

Off-Campus Learning or flexible delivery

There is no DE component to this unit, however the lectures are being recorded through the Monash Library MULO system

Unit Schedule

Week	Topic	Tutorials	References/Readings
1	Introduction: from Information to Knowledge Systems	There is no tutorial in week one	Visit a virtual KM resource called KM Bucket at: http://knowledgebucket.wik.is/ and post your comments on the forum unit for discussion in week 2
2	The Knowledge Management life cycle - a journey	Tute 1 - Why KM and why now? - Analysis of the interviews	Listen to what the guru's say about KM : http://video.google.co.uk/videosearch?q=gurteen+what#
3	Business Knowledge management - guest lecture	Tute 2 - We will look at the software that our sponsors provided for organisational KM	www.gstepone.com
4	Technologies for KM	Tute 3 - Review of cases of KM success and failure	http://knowledgebucket.wik.is/Case_Studies
5			http://www.greenchameleon.com/gc/article_detail/a_z_of_knowledge_management/

	KM Systems Analysis and Design	Tute 4 - Working through travellers KM challenges		
6	Personal knowledge management - guest lecture	Tute 5 - Class test	Class test preparation material	2
7	Analysis of knowledge resources in an organisation: Knowledge Audit	Tute 6 - Sponsor presentation on another KM system	To be confirmed	3
8	Roles and composition of KM team	Tute 7 - Review of the tools in KM Lab	http://km-svr.sims.monash.edu.au/	1
9	Tools and techniques for managing knowledge	Tute 8 - How do we know the tool is suitable for KM	A group exercise - see http://knowledgebucket.wik.is/Tools for some ideas	1
10	KM System Development	Tute 9 - Working on the assignment	Group assignment due	2
Mid semester break				
11	Knowledge systems of the future	Tute 10 - Are you a good knowledge manager - a debate		8
12	Evaluating the KM initiative	Tute 11 - Presentation of the assignment - 2	Measuring Knowledge Management: http://jobfunctions.bnet.com/abstract.aspx?docid=71982&promo=100510	1
13	Summary and revision	Tute 12 - Review questions		2

Unit Resources

Prescribed text(s) and readings

There is no prescribed text book for this unit.

Electronically delivered lecture notes will be provided during the course. Most other readings will be available online from the unit Moodle site. Weekly readings will be prescribed.

Recommended text(s) and readings

Recommended Text:

Tiwana, Amrit, (2002) *The Knowledge Management Toolkit: practical techniques for building a knowledge management system*, Prentice-Hall International.

Recommended Reading:

Davenport, T and Prusak, L (2000) *Working Knowledge: How organisations manage what they know*, 2nd edition, Harvard Business School Press.

Awad, EM and Ghaziri, HM (2004) *Knowledge management*, Prentice Hall, Upper Saddle River, New Jersey.

Dalkir, K.(2005) *Knowledge Management in Theory and Practice*, Elsevier Butterworth-Heinemann.

Becerra-Fernandez, I., Gonzalez, A., & Sabherwal, R. (2004). *Knowledge Management: challenges, solutions and technologies*. Upper Saddle River, NJ: Pearson Education.

Electronic resources are available from the unit website.

Required software and/or hardware

You will need access to Firefox or Internet Explorer browser

Monash KM Lab (<http://km-svr.sims.monash.edu.au/>)

resources provided by industry sponsors will be used in practical sessions.

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 time each 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

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- Tutorial descriptions, outlining the learning objectives, discussion of the content, required readings and exercises;
- Weekly laboratory tasks and exercises;
- Assignment specifications and marking guide;
- A sample examination
- Access to past examination papers;
- Discussion groups;
- This Unit Guide outlining the administrative information for the unit;
- The unit web site on MUSO, where resources outlined above will be made available.

Assessment

Overview

Examination: 60%

Practical Assignments: 40%

Faculty assessment policy

To pass a unit which includes an examination as part of the assessment a student must obtain:

- 40% or more in the unit's examination, and
- 40% or more in the unit's total 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 total assessment, and the total mark for the unit is greater than 44% then a mark of no greater than 44-N will be recorded for the unit.

Assignment tasks

Assignment coversheets

Assignment coversheets are available via "Student Forms" on the Faculty website:

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

You MUST submit a completed coversheet with all assignments, ensuring that the plagiarism declaration section is signed.

Assignment submission and return procedures, and assessment criteria will be specified with each assignment.

• Assignment task 1

Title:

Active participation

Description:

Students are expected to contribute their answers to the tutorial questions through the discussion board. The quality and frequency of contribution will be assessed out of mark of 10.

Weighting:

10%

Due date:

Week 1 till week 12

• Assignment task 2

Title:

Group KM systems development

Description:

Weighting:

20%

Due date:

Week 9

- **Assignment task 3**

Title:

Class test

Description:

Weighting:

10%

Due date:

Week 6

Examination

- **Weighting:** 60%

Length: 3 hours

Type (open/closed book): Closed book

See Appendix for End of semester special consideration / deferred exams process.

Due dates and extensions

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 not regarded as appropriate reasons for granting extensions. Students are advised to NOT assume that granting of an extension is a matter of course.

Students requesting an extension for any assessment during semester (eg. Assignments, tests or presentations) are required to submit a Special Consideration application form (in-semester exam/assessment task), along with original copies of supporting documentation, directly to their lecturer within two working days before the assessment submission deadline. Lecturers will provide specific outcomes directly to students via email within 2 working days. The lecturer reserves the right to refuse late applications.

A copy of the email or other written communication of an extension must be attached to the assignment submission.

Refer to the Faculty Special consideration webpage or further details and to access application forms:

<http://www.infotech.monash.edu.au/resources/student/equity/special-consideration.html>

Late assignment

Assignments received after the due date will be subject 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.

This policy is strict because comments or guidance will be given on assignments as they are returned, 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.

Appendix

Please visit the following URL: <http://www.infotech.monash.edu.au/units/appendix.html> for further information about:

- Continuous improvement
- Unit evaluations
- Communication, participation and feedback
- Library access
- Monash University Studies Online (MUSO)
- Plagiarism, cheating and collusion
- Register of counselling about plagiarism
- Non-discriminatory language
- Students with disability
- End of semester special consideration / deferred exams