MONASH University

**FIT3122
Information and knowledge management systems**

Unit Guide

Semester 2, 2009

Last updated : 14 Jul 2009

Table of Contents

FIT3122 Information and knowledge management systems - Semester 2, 2009

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Introduction

Welcome to FIT3122 Information and knowledge management systems.

This unit is an elective for the BITS Information Management major.
It can also be taken as an elective unit in all FIT degrees.

The unit will allow you to learn about technologies for managing personal and organisational structured and unstructured information and knowledge. The lectures will be co-taught with FIT5088, hence you can find more information under this unit code.

Unit synopsis

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

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 system;
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

Contact hours

3 x contact hrs/week

Workload

For on campus students, workload commitments are:

- two-hour lecture and
- one-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.

FIT3122 Information and knowledge management systems - Semester 2, 2009

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

FIT2001 or equivalent

Prohibitions

LAR5720, IMS5033, IMS3611, IMS5330, IMS3012, FIT5088

Relationships

FIT3122 is an elective unit in the BITS IM major. It can be taken as an elective in any other FIT undergraduate course.

Before attempting this unit you must have satisfactorily completed

24 points of undergraduate degree, or equivalent.

You may not study this unit and

IMS3611 and IMS3012 in your degree.

Teaching and learning method

This unit is sharing lectures with FIT5088 unit.

You will have different tutorial excersies and assessment.

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/

Unit Schedule

Week	Topic	Tutorials	Key dates
1	Introduction: information and knowledge management in a "document world"	There is no tutorial in week 1	20 July
2	Modes and sources of information and knowledge and their management: Information processes Continuum		27 July
3	Personal IKM (guest lecture)		3 August
4	Organisational IM strategic planning		10 August
5	Functional and technical analysis for IKM infrastructure		17 August
6	IKM systems characteristics		24 August
7	Information pluralisation: IKM for collaboration and knowledge sharing		31 August
8	How to organize information to achieve its dynamic access		7 September
9	Creating information for meeting user needs		14 September
10	Capturing data for effective information and knowledge management: data services (guest lecture)		21 September
Mid semester break			
11	IKM evaluation frameworks		5 October
12	Building a business case for IKM systems		12 October
13	Summary and conclusion: information continuum		19 October

Unit Resources

Prescribed text(s) and readings

There is no text book 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. Becerra-Fernandez, Gonzalez and Sabherwal (2003) Knowledge Management: Challenges, Solutions and Technologies, Prentice Hall.

Required software and/or hardware

We will use some IKM systems provided through the sponsorship of Monash KM Lab (http://km-svr.sims.monash.edu.au/)

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 **5** 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:

Study resources we will provide for your study are:

- Weekly detailed lecture notes
- Weekly tutorial or laboratory tasks and exercises with readings required
- Assignment specifications;
- A sample examination and suggested solution
- Access to past examination papers;
- Discussion group through the unit Moodle site
- 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 (3 hours): 60%, Assignment work: 30%, Participation: 10%

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:

  Software evaluation and presentation

  Description:

  Weighting:

  30%

  Due date:

  Week 9

- **Assignment task 2**

  Title:

  Active participation in tutorials and discussion forum

  Description:

  Weighting:

  10%

  Due date:

  From Week 2 till Week 12

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.

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