FIT5088
Information and knowledge management systems

Unit Guide

Semester 2, 2009

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FIT5088 Information and knowledge management systems - Semester 2, 2009

Chief Examiner:

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Contact hours: each week after lecture or by appointment

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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.

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

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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

This unit provides students with the 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 completion of this unit students will have a theoretical and conceptual understanding:

1. of organisational contexts of technological infrastructures and emerging technological frameworks for electronic information and knowledge management systems, including intranet and Internet environments;
2. and appreciation for 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 weaknessess;
3. to identify and select from appropriate strategic options for designing and implementing an information and knowledge management system;
4. to participate in electronic document lifespan management, involving document creation within systems and the use of documents for workgroup, organisational and social purposes, appreciating how these aspects interrelate and influence each other;
5. of 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) (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

(FIT9003 and FIT9006) or IMS9001 or BUS5021

Prohibitions

IMS5033, IMS5330

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.

Teaching and learning method

The unit will be conducted as one two-hour lecture and one one-hour tutorial per week. Lectures will be recorded and provided through MULO site.

Lectures will provide students with the knowledge of theories and concepts related to IKM Systems. The tutorials will give students an opportunity to discuss the application of the concepts through problem solving exercises and case studies.

The on-line discussion forum will be used extensively as a channel for efective communication between teaching staff and off campus, as well as on campus students.

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

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

All students are expected to participate in the on-line discussion forum to complement the discussion in class and continue exploration of the tutorial questions. Off campus students are expected to address at least 50% of the tutorial work either directly or as comments to the submissions from others. A Teaching Assistant will be helping OCL students with special enquiries and facilitate on-line forum discussion.

Unit Schedule

Week	Topic	Tutorials	Key dates
1	Introduction: information and knowledge management in a "document world"	There are no tutorials in week 1	20 July
2	Modes and sources of information and knowledge and their management		27 July
3	Personal IKM (guest lecture)		3 August
4	Capturing data for effective information and knowledge management: data services (guest lecture)		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	Organizing information for dynamic access		7 September
9	Creating information for meeting user needs		14 September

10	Organisational IM strategic planning		21 September
Mid semester break			
11	KM evaluation frameworks		5 October
12	Building a business case for IKM systems		12 October
13	Summary and conclusion:informaiton continuum		19 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:

- Becerra-Fernandez, Gonzalez and Sabherwal (2004) Knowledge Management: Challenges, Solutions and Technologies, Prentice Hall. Awad, Elias M and Ghaziri, Hassan M., (2003) Knowledge Management, ISBN: 0-1303-4820-1, Pearson International.

- Davenport, Thomas H.; Probst, Gilbert J. B (2002) Knowledge Management Case Book ISBN10: 3895781819, ISBN13: 9783895781810 : ed. 2ND: John Wiley & Sons, Inc.

- Sue McKemmish, Michael Piggott, Barbara Reed and Frank Upward, Archives: Recordkeeping in Society, (Wagga Wagga: Charles Sturt University Press, 2006).

- Rao, M c2005, *Knowledge management tools and techniques : practitioners and experts evaluate KM solutions*, Elsevier Butterworth-Heinemann, Amsterdam; Boston; London.

Recommended books are available at the Caulfied Library and in the bookshop.

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;

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- 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.

The time in lectures is quite brief, please ensure you gain the best advantage from this time by:

- Prior to the lecture -

- downloading and reading the lecture notes and any other reading material recommended for the appropriate week;

- During the lecture -

- annotate lecture notes, and actively participate in a discussion (either in class or in the discussion forum),

- After the lecture -

- read over you notes and make sure you understand the concepts seek timely help and clarification from the teaching staff on any issues you have difficulty with.

Assessment

Overview

Examination (3 hours): 50%; Assignments: 50%

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:
    Information management strategic plan evaluation
    Description:
    Practical analysis of the approaches and technologies used in Monash University Iinformation Management Strategic Plan.
    Weighting:
    20%
    Due date:
    week 7

- ### Assignment task 2

    Title:
    Individual short research paper
    Description:
    Weighting:
    15%
    Due date:
    week 4

- **Assignment task 3**

    Title:
        Active participation
    Description:
        This mark will be allcated based on your participation in the tutorial, lecture and on-line discussion
    Weighting:
        15%
    Due date:
        throughout the semester
    Remarks:
        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

Examination

- **Weighting:** 50%
  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 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.

Stidents 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.

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