FIT3122
Information and knowledge management systems

Unit Guide

Semester 1, 2010

Last updated: 23 Feb 2010

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FIT3122 Information and knowledge management systems - Semester 1, 2010

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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

At the completion of this unit students will:

- understand organisational contexts of technological infrastructures and emerging technological frameworks for electronic information and knowledge management systems, including intranet and Internet environments;
- 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 minimise their weaknesses;
- identify and select from appropriate strategic options for designing and implementing an information and knowledge management system;
- 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;
- conduct requirements identification, design and deployment of information and knowledge management systems.

Contact hours

2 hrs lectures/wk, 1 hr tutorial/wk

Workload

For on campus students, workload commitments are:

- two-hour lecture and
- one-hour tutorial or laboratory (may require prior 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.

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.

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

FIT5088, IMS3012, IMS3611, IMS5330, IMS5033

Teaching and learning method

Teaching approach

This unit is sharing lectures with FIT5088 unit.

You will have different tutorial excersies and assessment.
Please note that there are no tutorials in week 1.

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.its.monash.edu.au/

Off-Campus Learning or flexible delivery

This unit will offer access to all the material through Moodle system [http://moodle.monash.edu].
Lectures for this unit are recorded and are accessible from:
http://www.mulo.monash.edu.au/fac-infotech.html

Unit Schedule

Week	Date*	Topic	Tutorials	Assignments	Key dates
1	01/03/10	Introduction: information and knowledge management in a "document world"	There is no tutorial in week 1		Semester starts, no tutorial
2	08/03/10	Modes and sources of information and knowledge and their management: Information processes Continuum			Assignment specifications provided
3	15/03/10	Personal IKM			18 March
4	22/03/10	Capturing data for effective information and knowledge management: data services			25 March
5	29/03/10	Information pluralisation: IKM for collaboration and knowledge sharing			1 April

		Mid semester break			
6	12/04/10	Tools and techniques for dynamic information and knowledge access			15 April
7	19/04/10	This week we will complete a discussion of the Continuum models by looking at "Creating" dimension as the means for meeting user needs and knowledge work support			22 April
8	26/04/10	Functional and technical analysis for IKM infrastructure			29 April
9	03/05/10	IKM systems characteristics		Assignment 1 due	6 May, Assignment 1 due
10	10/05/10	Organisational strategic planning for information and knowledge management			13 May
11	17/05/10	Evaluation issues for IKM system development and deployment Ã¢ change management planning and policy development		Start the Quiz	20 May, Revision Quiz becomes available
12	24/05/10	Building a business case for IKM systems			27 May
13	31/05/10	Summary and conclusion: technologies to support information and knowledge continuum			3 June

*Please note that these dates may only apply to Australian campuses of Monash University. Off-shore students need to check the dates with their unit leader.

Improvements to this unit

Based on the students feedback, the tutorial material has been updated, assessment marks adjusted and revision material will be provided in more accessable form.

We are very intersted in your comments at any stage of your learnig about our teaching and the content of the unit.

Unit Resources

Prescribed text(s) and readings

There is no text book for this unit.

Recommended text(s) and readings

1. Becerra-Fernandez, Gonzalez and Sabherwal (2004) Knowledge Management: Challenges, Solutions and Technologies, Prentice Hall.
2. Asprey, L.G., and M. Middleton (2003). Integrative Document and Content Management: Strategies for Exploiting Enterprise Knowledge. Hershey, PA, USA: Idea Group, 2003.
3. Tiwana, A. (2002) The Knowledge Management Toolkit: Practical techniques for building knowledge management systems, 2nd ed.; Prentice-Hall International.
4. Hawryszkiewycz (2009) Knowledge Management: Organizing Knowledge Based Enterprises, Palgrave Macmillan, ISBN: 978-0-230-23027-9.
5. Newell, S.; Robertson, Scarbrough and Swan (2009) Managing Knowledge Work and Innovation, 2nd Edition, Palgrave Macmillan, ISBN: 978-0-230-52201-5,

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%; In-semester assessment: 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 50% then a mark of no greater than 49-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:
    25%
    Due date:
    Week 9, Friday, May 7, 5pm

- **Assignment task 2**

    Title:
    Active participation in tutorials and discussion forum
    Description:
    Weighting:
    5%
    Due date:
    From Week 2 till Week 12

- **Assignment task 3**

  Title:
  > On-line quiz
  Description:
  Weighting:
  > 10%
  Due date:
  > week 13, Thursday, June, 3, 2010

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