FIT5086
Information and knowledge management principles

Unit Guide

Semester 1, 2010

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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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

This 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 the sources of unstructured and semi-structured knowledge and learn current techniques which 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

At the completion of this unit students will have -

Knowledge and understanding of:

- the meanings applied to the terms knowledge and knowledge management;
- a range of approaches that may support knowledge management;
- the stages and processes that define good knowledge management practice;
- the techniques from artificial intelligence for representing and manipulating knowledge;
- the techniques from document management for evaluating procedural knowledge and representing this in workflow controls;
- the concepts from records management to support evaluating ownership of knowledge and validity of knowledge processes;
- the extent to which modern technology can support knowledge management processes;
- possible socio-technological solution to satisfy the knowledge management requirements of the organisation.

Contact hours

2 hrs seminar/wk, 1 hr tutorial/wk

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

FIT9006 or IMS9001 or completion of 24 points of graduate level study

Prohibitions

IMS5027
Teaching and learning method

Teaching approach

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.

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

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.

Unit Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Date*</th>
<th>Topic</th>
<th>Key dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>01/03/10</td>
<td>Introductions</td>
<td></td>
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<tr>
<td>2</td>
<td>08/03/10</td>
<td>Theoretical Background - The Continuum Model</td>
<td></td>
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<tr>
<td>3</td>
<td>15/03/10</td>
<td>The context of IKM</td>
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<tr>
<td>4</td>
<td>22/03/10</td>
<td>IKM Models and Frameworks</td>
<td></td>
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<tr>
<td>5</td>
<td>29/03/10</td>
<td>IKM Structure: Organizational Design</td>
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<tr>
<td></td>
<td></td>
<td>Mid semester break</td>
<td></td>
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<tr>
<td>6</td>
<td>12/04/10</td>
<td>IKM Structure: Information Resources</td>
<td></td>
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<tr>
<td>7</td>
<td>19/04/10</td>
<td>IKM Structure: Technology infrastructure</td>
<td></td>
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<tr>
<td>8</td>
<td>26/04/10</td>
<td>IKM Functions: Remembering</td>
<td></td>
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<tr>
<td>9</td>
<td>03/05/10</td>
<td>IKM Functions: Learning</td>
<td></td>
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</tbody>
</table>
**Improvements to this unit**

Tutorial readings will include additional IKM case studies and where appropriate the lectures will refer to these cases.

Additional resources will also be available to support the different assignments and referencing and citing in assignment submissions.
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:


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.

Study resources

Study resources we will provide for your study are:

All relevant materials and resources will be available to students through the unt 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.

Lectures will be audio recorded and will be available via MULO
Assessment

Overview

Class activities and discussion (or electronic equivalent): 25%; Practical exercises - individual assignment: 25%; Formal supervised assessment: 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 50% then a mark of no greater than 49-N will be recorded for the unit.

The unit assessment comprises:

- Assignments: 50%
- Case Study: 50%

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:**
  
  Class Activities
  
  **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:**
  
  20%
  
  **Due date:**
  
  Will be specified on the Task sheets
• Assignment task 2

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%

Due date:
Will be specified on Assignment Sheet

• Assignment task 3

Title:
Essay

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

Weighting:
30%

Due date:
Will be specified on the Essay task sheet

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 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.
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