FIT5088
Information and knowledge management systems

Unit Guide

Semester 1, 2010

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FIT5088 Information and knowledge management systems - Semester 1, 2010

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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 Kate Lazarenko (Kate.Lazarenko@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

Introduction

Welcome to FIT5088 Information and knowledge management systems.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

At the completion of this unit students will have knowledge and skills to:

- 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) (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

One of FIT9003, FIT9006, IMS9001, BUS5021 or completion of 24 points of graduate level study

Prohibitions

IMS5033, IMS5330

Teaching and learning method

Teaching approach

The unit will be conducted as one two-hour lecture and one one-hour tutorial per week.

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

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.its.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	Date*	Topic	Tutorials	Key dates
1	01/03/10	Introduction: information and knowledge management in a "document world"	There are no tutorials in week 1	4 March, Semester starts
2	08/03/10	Information Architecture for improving knowledge management landscape [aims, principles, security, privacy, governance]		11 March, Assessment specification becomes available
3	15/03/10	Meeting the digital challenge: tools and techniques for information and knowledge enterprise		18 March
4	22/03/10			25 March

		Supporting knowledge work: Personal IKM (guest lecture - Helen Palmer)		
5	29/03/10	Dealing with information and knowledge from the beginning to the end: the start of Information Continuum: Create		1 April
		Mid semester break		
6	12/04/10	Capturing data for effective information and knowledge management: data services (guest lecture Sam Searle, Monash Data Services): Capture		Assignment 1 due on 12 April, Monday, by 5pm
7	19/04/10	Tools for dynamic information access: Organize		22 April
8	26/04/10	IKM for collaboration and knowledge sharing in a in World 2.0: Pluralize		29 April
9	03/05/10	Meeting information needs and expectations: user-sensitive, personalised and intelligent systems		6 May
10	10/05/10	Building a business case for IKM infrastructure: methodologies for IKM design and implementation, functional and technical analysis for integrated IKM infrastructure		Assignment 2 due on May 10, Monday, by 5pm
11	17/05/10	Organisational information and knowledge management strategy development - Monash University case study		20 May
12	24/05/10	How do you know and [convince others] IKMS is working: Evaluation issues for IKM system development and deployment: change management planning and policy development: Monash University case study (continued)		Revision Questions become available
13	31/05/10	Summary and conclusion: It is time to have information in its place to deliver the right knowledge to the right people in the right time		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 feedback, the tutorial material has been revised, the duplication of the content removed, assessment task 1 a theoretical review replaced with theory based case-study analysis.

Your feedback on the content and delivery is very valuable for me. I will run an informal mid-semester review. In addition, please feel free to provide it throughout the semester as well as through a Monquest evaluation.

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 time 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;
- 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%; In-semester 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.

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:
  > Analytical Essay on IKM Systems

  Description:
  > Analysis of papers on information and knowledge management systems and case study illustration

  Weighting:
  > 20%

  Due date:
  > Monday, April 12, week 6, by 5pm

- **Assignment task 2**

  Title:
  > Case study report

  Description:
  > Practical analysis of the approaches and technologies used in Information Management Strategic Plan or analysis of IKMS technology.

  Weighting:
  > 20%

  Due date:

Monday, May 10, week 10, by 5pm

- **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:
  10%
  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. They need to attempt **at least 50%** of tutorial work.

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