FIT3099
Knowledge management

Unit Guide

Semester 2, 2010

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FIT3099 Knowledge management - Semester 2, 2010

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Contact hours: By appointment

Additional communication information:

Outside the scheduled class contact hours, please contact
 me by email.

Introduction

Welcome to

FIT3099 Knowledge Management - Semester 2, 2010.

This 6 point unit is core in the IM major of the BITS degree.

The unit has been designed to provide you with an understanding of how people use information systems to generate, share, store and apply knowledge to improve personal and organisational work efficiency.

Unit synopsis

This unit aims to provide students with an understanding of a range of techniques for utilising personal and organisational knowledge to increase organisational efficiency. A broad range of topics will be covered relating to initiating and implementing knowledge management (KM) initiatives. The unit will focus on information systems development evolution to knowledge management. The topics to cover include KM implementation life cycle; KM systems analysis and design; Knowledge audit; Creating KM blueprint; KM development approaches; organisational and people issues in KM development, designing a KM team; KM deployment and evaluation.
At the completion of this subject, students will know about the role of personal and organisational knowledge management in addressing organisational efficiency. They will have an understanding of the methods and approaches for implementing knowledge management in the organisation. They will have developed skills in evaluating the sources and potential value of knowledge within an organisation, and have developed attitudes, which will allow them to participate confidently as a team member in the analysis and design of a knowledge management system development project.

Learning outcomes

At the completion of this unit students will have -
A knowledge and understanding of:

- the meanings applied to the terms knowledge and knowledge management in organisational context;
- a range of approaches that may support knowledge management activities;
- the concept of ownership of knowledge and the validity of knowledge processes;
- the methods and approaches for implementing knowledge management initiative in the organisation;
- typical steps and activities associated with implementing knowledge management initiative in the organisation; and
- the approaches from information systems, artificial intelligence, documents and records management for representing and manipulating knowledge.

Developed attitudes which allow them to:

- be able to effectively communicate knowledge management perspectives to associated business and professional groups.

Developed the skills to:

- evaluate the sources and potential value of knowledge to perform the tasks within an

organisation.

Demonstrated the teamwork skills necessary to:

• work productively individually and within a team.

Contact hours

1 hr lecture/wk, 2 hrs laboratories/wk

Workload

For on campus students, workload commitments are:

• one-hour lecture and
• two-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 as well as participating in discussion forums.

Unit relationships

Prerequisites

Completion of 36 points at level 1 or equivalent

Prohibitions

IMS3012

Teaching and learning method

Teaching approach

Lectures will be used to introduce key themes and highlight the main points of interest within each theme. Tutorials will be used to discuss the application of theory in practical situations, including evaluation of software systems. Where available, case studies of knowledge management practice will be used as the basis for discussion of issues. Students will be expected to carry out case study analyses and present the findings as the basis for discussions in class. Students will be required to make use of reference material to provide examples of knowledge management issues and current practices.

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/

Unit Schedule

Week	Date*	Topic	Key dates
1	19/07/10	Introduction: from Information to Knowledge Systems	
2	26/07/10	The Knowledge Management life cycle - a jorney	
3	02/08/10	Business Knowledge management - guest lecture	
4	09/08/10	Technologies for KM	
5	16/08/10	KM Systems Analysis and Design	
6	23/08/10	Personal knowledge management - guest lecture	
7	30/08/10	Analysis of knowledge resources in an organisation: Knowledge Audit	Class test (held in tutorials)
8	06/09/10	Roles and composition of KM team	
9	13/09/10	Tools and techniques for managing knowledge	
10	20/09/10	KM System Development	
		Mid semester break	
11	04/10/10	Knowledge systems of the future	
12	11/10/10	Evaluating the KM initiative	
13	18/10/10	Summary and revision	

*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.

Unit Resources

Prescribed text(s) and readings

There is no prescribed text book for this unit.

Teaching will be supported with relevant articles, papers and other materials that will be detailed on the unit MUSO website.

Recommended text(s) and readings

Recommended Text:

Tiwana, Amrit, (2002) The Knowledge Management Toolkit: practical techniques for building a knowledge management system, Prentice-Hall International.

 Recommended Reading:

Davenport, T and Prusak, L (2000) Working Knowledge: How organisations manage what they know, 2nd edition, Harvard Business School Press.

Awad, EM and Ghaziri, HM (2004) Knowledge management, Prentice Hall, Upper Saddle River, New Jersey.

Dalkir, K.(2005) Knowledge Management in Thory and Practice, Elsevier Butterworth-Heinemann.

Becerra-Fernandez, I., Gonzalez, A., & Sabherwal, R. (2004). Knowledge Management: challenges, solutions and technologies. Upper Saddle River, NJ: Pearson Education.

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 each week for use of a computer, including time for newsgroups/discussion groups.

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. In addition the unit will make use of the Discussion Groups facility on MUSO and students will be expected to participate in these discussions.

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 submission and preparation requirements will be detailed in each assignment specification. Submission must be made by the due date otherwise penalties will be enforced. You must negotiate any extensions formally with your campus unit leader via the in-semester special consideration process:
http://www.infotech.monash.edu.au/resources/student/equity/special-consideration.html.

- **Assignment task 1**

    Title:
    Participation Tasks
    Description:
    The activities will be specified on Task Sheets posted on the unit MUSO website. The tasks will include practical exercises and written pieces relating to the issues raised in the tutorials/laboratories. Students will be expected to participate in the discussion forum on-line
    Weighting:
    10%
    Criteria for assessment:
    Will be specified on Task Sheets
    Due date:
    Will be specified on Task Sheets

- **Assignment task 2**

  Title:
  KM Systems Development
  Description:
  Weighting:
  20%
  Criteria for assessment:
  Will be specified on Assignment Sheet.
  Due date:
  Will be specified on Assignment Sheet.

- **Assignment task 3**

  Title:
  Class test
  Description:
  Weighting:
  10%
  Criteria for assessment:
  Due date:
  Week 6

Examination

-

  Weighting:
  60%
  Length:
  3 hours
  Type (open/closed book):
  Closed book
  Electronic devices allowed in the exam:
  None

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 will be strictly applied.

Return dates

Students can expect assignments to be returned within two weeks of the submission date or after receipt, whichever is later.

Feedback

Types of feedback you can expect to receive in this unit are:

Informal feedback on progress in labs/tutes

Graded assignments with comments

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