



MONASH University
Information Technology

FIT3122
Information and knowledge management systems

Unit Guide

Semester 1, 2011

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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Table of Contents

<u>FIT3122 Information and knowledge management systems - Semester 1, 2011</u>	1
<u>Mode of Delivery</u>	1
<u>Contact Hours</u>	1
<u>Workload</u>	1
<u>Unit Relationships</u>	1
<u>Prohibitions</u>	1
<u>Prerequisites</u>	2
<u>Chief Examiner</u>	2
<u>Campus Lecturer</u>	2
<u>Caulfield</u>	2
<u>Tutors</u>	2
<u>Caulfield</u>	2
<u>Learning Objectives</u>	2
<u>Graduate Attributes</u>	3
<u>Assessment Summary</u>	3
<u>Teaching Approach</u>	3
<u>Feedback</u>	4
<u>Our feedback to You</u>	4
<u>Your feedback to Us</u>	4
<u>Previous Student Evaluations of this unit</u>	4
<u>Required Resources</u>	4
<u>Unit Schedule</u>	4
<u>Assessment Policy</u>	5
<u>Assessment Tasks</u>	5
<u>Participation</u>	5
<u>Examinations</u>	7
<u>Examination 1</u>	7
<u>Assignment submission</u>	7
<u>Extensions and penalties</u>	7
<u>Returning assignments</u>	7
<u>Resubmission of assignments</u>	8
<u>Referencing requirements</u>	8
<u>Policies</u>	8
<u>Student services</u>	8

FIT3122 Information and knowledge management systems - Semester 1, 2011

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.

Mode of Delivery

- Caulfield (Day)
- Caulfield (Off-campus)

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 effective 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

Prohibitions

FIT5088, IMS3012, IMS3611, IMS5330, IMS5033

Prerequisites

FIT2001 or equivalent

Chief Examiner

Frada Burstein

Campus Lecturer

Caulfield

Frada Burstein

Contact hours: each week after lecture or by appointment

Tutors

Caulfield

Ligia Ionescu

Contact hours: make time via email: Ligia.Ionescu@monash.edu

Hamid Pousti

Contact hours: make time via email: Hamid.Pousti@monash.edu

Learning Objectives

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.

Graduate Attributes

Monash prepares its graduates to be:

1. responsible and effective global citizens who:
 - a. engage in an internationalised world
 - b. exhibit cross-cultural competence
 - c. demonstrate ethical values

critical and creative scholars who:

- a. produce innovative solutions to problems
- b. apply research skills to a range of challenges
- c. communicate perceptively and effectively

Assessment Summary

Examination (3 hours): 60%; In-semester assessment: 40%

Assessment Task	Value	Due Date
IKM Systems evaluation and presentation.	25%	Week 9, Monday, May 2, 5pm
Active participation in tutorials and discussion forum	5%	From Week 2 till Week 12
On-line quiz	10%	Week 12, Friday, May 27, 2011, 6pm
Examination 1	60%	To be advised

Teaching Approach

Lecture and tutorials or problem classes

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 and their use for managing knowledge by individuals, groups and organisations.

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 effective communication between teaching staff and off campus, as well as on campus students.

Feedback

Our feedback to You

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

- Informal feedback on progress in labs/tutes
- Graded assignments with comments
- Quiz results
- Other: on-line forum contribution comments

Your feedback to Us

Monash is committed to excellence in education and regularly seeks feedback from students, employers and staff. One of the key formal ways students have to provide feedback is through SETU, Student Evaluation of Teacher and Unit. The University's student evaluation policy requires that every unit is evaluated each year. Students are strongly encouraged to complete the surveys. The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

For more information on Monash's educational strategy, and on student evaluations, see:

<http://www.monash.edu.au/about/monash-directions/directions.html>

<http://www.policy.monash.edu/policy-bank/academic/education/quality/student-evaluation-policy.html>

Previous Student Evaluations of this unit

If you wish to view how previous students rated this unit, please go to

<https://emuapps.monash.edu.au/unitevaluations/index.jsp>

Required Resources

We will use some IKM systems provided through the sponsorship of Monash KM Lab (<http://km-svr.sims.monash.edu.au/>)

Unit Schedule

Week	Date*	Activities	Assessment
0	21/02/11	Induction week: please make sure you are registered for the tutorials and all other requirements of the FIT3122 unit.	No formal assessment or activities are undertaken in week 0
1	28/02/11	Introduction: information and knowledge management in a "document world"	Semester starts, no tutorial
2	07/03/11	Principles and methods for organising information for improving knowledge management	Assignment specifications provided
3	14/03/11	KMS in practice: Guest lecture	
4	21/03/11	Meeting the digital challenge: tools and techniques for information enterprise	
5	28/03/11		

		Dealing with information and knowledge from the beginning to the end: where does the knowledge come from?	
6	04/04/11	Capturing data for effective information and knowledge access: data services	
7	11/04/11	Tools for dynamic information access: search and organisation of information and knowledge	
8	18/04/11	IKM for collaboration and knowledge sharing: Web 2.0 and publishing	
Mid semester break			
9	02/05/11	Meeting information needs and expectations: user-sensitive and personalised IKMS	2 May, Assignment 1 due Monday that week
10	09/05/11	Organisational strategic planning for information and knowledge management	
11	16/05/11	IKM system development and deployment: change management planning and policy development	20 May, Revision Quiz becomes available
12	23/05/11	How to deliver the right knowledge to the right people in the right time: Summary and review	27 May, Quiz submissions close on Friday, 6pm
	30/05/11	SWOT VAC	No formal assessment is undertaken SWOT VAC

*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.

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

Assessment Tasks

Participation

On campus students are expected to attend and participate in lectures and tutorials.

Both on campus and off campus students are expected to use an online discussion forum to follow on the issues raised in the class and for the discussion of the tutorial material.

The class participation will be assessed based on your contribution to the forum and in class. As the hurdle requirement you need to attempt **at least 50% of the tutorial questions overall**.

• **Assessment task 1**

Title:

IKM Systems evaluation and presentation.

Description:

This is a group assignment. A detailed description of the assignment will be available by week 2.

Weighting:

25%

Criteria for assessment:

This assignment will assess your ability to study and analyse systems, which are capable of supporting knowledge and information management tasks.

The criteria for assessment of the submission include:

1. Evidence of clear understanding of the purpose of the system and its fitness for purpose;
2. Ability of Critical Analysis and Synthesis not just description of the system functionality;
3. Evidence of understanding of KM system concept and ability to express it in written and oral presentation.

Individuals will be assessed according to their contribution to the group task.

The Marking Guide for the Assignment will be provided together with the detailed description.

Due date:

Week 9, Monday, May 2, 5pm

Remarks:

In exceptional circumstances this assignment can be completed individually.

Seek permission from the Tutor and approval from the Unit Leader in this case.

• **Assessment task 2**

Title:

Active participation in tutorials and discussion forum

Description:

To pass this assessment, the students are expected to attend and attempt at least 50% of tutorial material either in class or on-line through the discussion forum.

Weighting:

5%

Criteria for assessment:

The weekly contribution to the discussion of the tutorial material is assessed based on the quality and the depth of understanding, not the quantity of talking and/or writing.

Due date:

From Week 2 till Week 12

- **Assessment task 3**

Title:

On-line quiz

Description:

A set of multiple choice questions will become available as a mechanism for review of the unit material for examination and assessed via Moodle system.

Weighting:

10%

Criteria for assessment:

This is an individual assignment based on multiple choice questions.

Due date:

Week 12, Friday, May 27, 2011, 6pm

Examinations

- **Examination 1**

Weighting:

60%

Length:

3 hours

Type (open/closed book):

Closed book

Electronic devices allowed in the exam:

None

Assignment submission

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.

Extensions and penalties

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>.

Returning assignments

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

Resubmission of assignments

The students can make two attempts to the Quiz questions before submitting them.

Referencing requirements

It is expected that the written report will use appropriate references to acknowledge the resources used in preparation. Please use FIT referencing style for formatting the reference list.

Policies

Monash has educational policies, procedures and guidelines, which are designed to ensure that staff and students are aware of the University's academic standards, and to provide advice on how they might uphold them. You can find Monash's Education Policies at:

<http://policy.monash.edu.au/policy-bank/academic/education/index.html>

Key educational policies include:

- Plagiarism
(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-policy.html>)
- Assessment
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/assessment-in-coursework-p>)
- Special Consideration
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.h>)
- Grading Scale
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/grading-scale-policy.html>)
- Discipline: Student Policy
(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-discipline-policy.html>)
- Academic Calendar and Semesters (<http://www.monash.edu.au/students/key-dates/>);
- Orientation and Transition (<http://www.infotech.monash.edu.au/resources/student/orientation/>);
and
- Academic and Administrative Complaints and Grievances Policy
(<http://www.policy.monash.edu/policy-bank/academic/education/management/complaints-grievance-policy>)

Student services

The University provides many different kinds of support services for you. Contact your tutor if you need advice and see the range of services available at www.monash.edu.au/students The Monash University Library provides a range of services and resources that enable you to save time and be more effective in your learning and research. Go to <http://www.lib.monash.edu.au> or the library tab in my.monash portal for more information. Students who have a disability or medical condition are welcome to contact the Disability Liaison Unit to discuss academic support services. Disability Liaison Officers (DLOs) visit all Victorian campuses on a regular basis

- Website: <http://adm.monash.edu/sss/equity-diversity/disability-liaison/index.html>;
- Telephone: 03 9905 5704 to book an appointment with a DLO;
- Email: dlu@monash.edu
- Drop In: Equity and Diversity Centre, Level 1 Gallery Building (Building 55), Monash University, Clayton Campus.

Recommended Reading

There is no text book recommended for the unit, however, there is a range of books, which contain useful resources on the topics covered in the lectures. References to the relevant material from these books will be supplied on a weekly bases.

1. Becerra-Fernandez, Gonzalez and Sabherwal (2004) Knowledge Management: Challenges, Solutions and Technologies, Prentice Hall.
2. Tiwana, A. (2002) The Knowledge Management Toolkit: Practical techniques for building knowledge management systems, 2nd ed.; Prentice-Hall International.
3. Hawryskiewicz (2009) Knowledge Management: Organizing Knowledge Based Enterprises, Palgrave Macmillan, ISBN: 978-0-230-23027-9.
4. Rao, M. (2005) Knowledge Management Tools and Techniques Practitioners and Experts Evaluate KM Solutions, Elsevier (available through Science Direct)

These books are available from Monash Library in reserve collection and from the Caulfield Book shop.