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FIT5086 Information and knowledge management principles - Semester 1, 2011

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FIT5086 Information and knowledge management principles - Semester 1, 2011

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.

Mode of Delivery

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

Contact Hours

2 hrs seminar/wk, 1 hr tutorial/wk

Workload

The workload commitments are 12 hours of study per week during the semester, comprising:

- 3 hours lecture/seminar/tutorial or OCL equivalent
- 5 hours of reading and individual study time
- 4 hours of assignments

Unit Relationships

Prohibitions

IMS5027

Prerequisites

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

Chief Examiner

Henry Linger

Campus Lecturer
Learning Objectives

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

- the terms knowledge and knowledge management as used in an organisational context;
- a range of socio-technical approaches that support knowledge management;
- the structure and functions of knowledge management practice;
- the range of theoretical and disciplinary influences on knowledge management practices;
- the extent to which modern technology can support knowledge management practices.

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

In-semester assessment: 100%

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Value</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation Essay</td>
<td>20%</td>
<td>Week 12, submitted in tutorial</td>
</tr>
<tr>
<td>Case Study Assignment</td>
<td>50%</td>
<td>Case study report due in Week 11, submitted in tutorial</td>
</tr>
<tr>
<td>Critical Essay</td>
<td>30%</td>
<td>Week 9, to be submitted in tutorial</td>
</tr>
</tbody>
</table>
Teaching Approach

Lecture and tutorials or problem classes

Teaching of the unit will comprise of lecture or seminar presentations, tutorial discussions and practical assignments. These sessions 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. It is expected that students will have prepared for the session by reading the set material.

Students are also 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.

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

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.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

Unit Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Date*</th>
<th>Activities</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>21/02/11</td>
<td></td>
<td>No formal assessment or activities are undertaken in week 0</td>
</tr>
<tr>
<td>1</td>
<td>28/02/11</td>
<td>Introduction</td>
<td></td>
</tr>
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<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Assignment</th>
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<tbody>
<tr>
<td>07/03/11</td>
<td>IKM Models and Frameworks</td>
<td></td>
</tr>
<tr>
<td>14/03/11</td>
<td>The context of IKM</td>
<td></td>
</tr>
<tr>
<td>21/03/11</td>
<td>IKM Structure: Information Resources</td>
<td></td>
</tr>
<tr>
<td>28/03/11</td>
<td>IKM Structure: Technology infrastructure</td>
<td></td>
</tr>
<tr>
<td>04/04/11</td>
<td>IKM Structure: Information Resources</td>
<td></td>
</tr>
<tr>
<td>11/04/11</td>
<td>IKM Functions: Remembering</td>
<td></td>
</tr>
<tr>
<td>18/04/11</td>
<td>IKM Functions: Sense-making</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mid semester break</td>
<td></td>
</tr>
<tr>
<td>02/05/11</td>
<td>Supporting knowledge work- the Task-based KM Approach</td>
<td>Assignment 3 Critical Essay due</td>
</tr>
<tr>
<td>09/05/11</td>
<td>Implementing IKM: models and frameworks</td>
<td>Assignment 2 Case Study Report due</td>
</tr>
<tr>
<td>16/05/11</td>
<td>Theoretical Grounding: Structuration and Continuum</td>
<td></td>
</tr>
<tr>
<td>23/05/11</td>
<td>Review: The IKM story revisited</td>
<td>Assignment 1 Evaluation Essay due</td>
</tr>
<tr>
<td>30/05/11</td>
<td>SWOT VAC</td>
<td>No formal assessment is undertaken in SWOT VAC</td>
</tr>
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*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**

- **Assessment task 1**

  **Title:** Evaluation Essay

  **Description:** The essay will be based on your experience of this unit. You will be asked to comment on specific aspects and to support your comments with reference to IKM principles and theories, and where appropriate current literature.
Weighting:
20%

Criteria for assessment:
Will be specified on Assignment sheet.

A Marking Guide for this assignment will be made available on the unit MUSO website.

Due date:
Week 12, submitted in tutorial

• Assessment task 2

Title:
Case Study Assignment

Description:
This assignment will involve the design of an IKM system and the justification of that
design, drawing on IKM principles and theories as well as current literature. The system
will be based on an actual case study.

This is a group assignment

Weighting:
50%

Criteria for assessment:
Will be specified on Assignment sheet.

A Marking Guide for this assignment will be made available on the unit MUSO website.

Assessment will include a peer evaluation component.

Due date:
Case study report due in Week 11, submitted in tutorial

• Assessment task 3

Title:
Critical Essay

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

Weighting:
30%

Criteria for assessment:
Will be specified on Assignment sheet.

A Marking Guide for this assignment will be made available on the unit MUSO website.

Due date:
Week 9, to be submitted in tutorial

Examinations

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:

Returning assignments

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

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:

Key educational policies include:

- Plagiarism
  (http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-policy.html)
- Assessment
- Special Consideration
  (http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.html)
- 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.html)

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
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: