



MONASH University
Information Technology

FIT5088
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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FIT5088 Information and knowledge management systems - Semester 1, 2011

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.

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) (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

Prohibitions

IMS5033, IMS5330

Prerequisites

One of [FIT9003](#), [FIT9006](#), IMS9001, BUS5021 or completion of 24 points of graduate level study

Chief Examiner

Frada Burstein

Campus Lecturer

Caulfield

Frada Burstein

Contact hours: each week after lecture or by appointment

Tutors

Caulfield

Hamid Pousti - TA

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

Ligia Ionescu

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

Learning Objectives

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.

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): 50%; In-semester assessment: 50%

Assessment Task	Value	Due Date
Analytical Essay on IKM Systems	20%	Monday, April 12, week 6, by 5pm
Case study report	20%	Monday, May 10, week 10, by 5pm
Active participation	10%	throughout the semester
Examination 1	50%	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.

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
- Other: You can always seek feedback on your performance from the Tutor and the Lecturer during the semester on the individual basis, and via email.

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

- 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

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 FIT5088 unit.	No formal assessment or activities are undertaken in week 0
1	28/02/11	Introduction: information and knowledge management in a "document world"	4 March, Semester starts
2	07/03/11	Information Architecture for improving knowledge management landscape [aims, principles, security, privacy, governance]	11 March, Assessment specification becomes available
3	14/03/11	Meeting the digital challenge: tools and techniques for information and knowledge enterprise	18 March
4	21/03/11	Supporting knowledge work: Personal IKM (guest lecture - Helen Palmer)	25 March
5	28/03/11	Dealing with information and knowledge from the beginning to the end: the start of Information Continuum: Create	1 April
6	04/04/11	Capturing data for effective information and knowledge management: data services (guest lecture Sam Searle, Monash Data Services): Capture	Assignment 1 due on 11 April, Monday, by 5pm
7	11/04/11	Tools for dynamic information access: Organize	22 April
8	18/04/11		29 April

		IKM for collaboration and knowledge sharing in a in World 2.0: Pluralize	
Mid semester break			
9	02/05/11	Meeting information needs and expectations: user-sensitive, personalised and intelligent systems	6 May
10	09/05/11	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	16/05/11	Organisational information and knowledge management strategy development - Monash University case study	20 May; Revision Questions become available
12	23/05/11	How to deliver the right knowledge to the right people in the right time: Summary and review	Revision Questions become available
	30/05/11	SWOT VAC	No formal assessment is undertaken in 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

• Assessment task 1

Title:

Analytical Essay on IKM Systems

Description:

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

Weighting:

20%

Criteria for assessment:

A Marking Guide for a presentation and report will be made available through Moodle site

Due date:

Monday, April 12, week 6, by 5pm

- **Assessment 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%

Criteria for assessment:

A Marking Guide for this assignment will be made available through Moodle site

Due date:

Monday, May 10, week 10, by 5pm

- **Assessment task 3**

Title:

Active participation

Description:

This mark will be allocated based on your participation in the tutorial, lecture and on-line discussion

Weighting:

10%

Criteria for assessment:

The quality and frequency of your participation will determine the mark for this component of the assessment.

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.

Examinations

- **Examination 1**

Weighting:

50%

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

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

- Tiwana, A. (2002) *The Knowledge Management Toolkit: Practical techniques for building knowledge management systems*, 2nd ed.; Prentice-Hall International.
- Asprey, L.G., and M. Middleton (2003) *Integrative Document and Content Management: Strategies for Exploiting Enterprise Knowledge*. Hershey, PA, USA: Idea Group.

Other useful 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.
- McKemmish, S.; Piggott, M.; Reed B. and Upward, F. (2006) *Archives: Recordkeeping in Society*, (Wagga Wagga: Charles Sturt University Press.
- Rao, M. (2005) *Knowledge management tools and techniques : practitioners and experts evaluate KM solutions*, Elsevier Butterworth-Heinemann, Amsterdam; Boston; London.

Recommended books are available at the Caulfield Library and in the bookshop.