



MONASH University
Information Technology

FIT5088
Information and knowledge management systems

Unit Guide

Semester 1, 2012

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, 2012

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, 1.5 hr tutorial/wk

Workload

For on-campus students, weekly workload commitments should total 12 hours, including:

- two-hour lecture and
- one and a half hour tutorial (or laboratory) (starting from week 2, 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

Professor Frada Burstein

Campus Lecturer

Caulfield

Frada Burstein

Consultation hours: each week after lecture or by appointment

Tutors

Caulfield

Hamid Pousti - TA

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

Academic Overview

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.

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%	Thursday, April 5, Week 6, by 5pm (Melbourne time)
IKM System analysis and design	20%	Monday, May 7, week 10, by 5pm (Melbourne time)
Active participation and analysis of readings	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 1.5 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

Based on the feedback from the last semester, the tutorial time was increased. Assessment task 2 has been replaced with more practice-oriented task.

Your feedback on the content and delivery of this unit is very valuable for improving quality of teaching.

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.

If you wish to view how previous students rated this unit, please go to <https://emuapps.monash.edu.au/unitevaluations/index.jsp>

Required Resources

Please check with your lecturer before purchasing any Required Resources. Prescribed texts are available for you to borrow in the library, and prescribed software is available in student labs.

- 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

Recommended Resources

- Becerra-Fernandez and Sabherwal (2010) Knowledge Management Systems and Processes, M.E.Sharpe (available through Monash University on-line books collection).
- Tiwana, A. (2002) The Knowledge Management Toolkit: Practical techniques for building knowledge management systems, 2nd ed.; Prentice-Hall International (available through Monash Library on-line collection).
- Asprey, L.G., and M. Middleton (2003) Integrative Document and Content Management: Strategies for Exploiting Enterprise Knowledge. Hershey, PA, USA: Idea Group.

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

Unit Schedule

Week	Activities	Assessment
0	Induction week: please make sure you are registered for the tutorials and all other requirements of the FIT5088 unit.	No formal assessment or tutorials are undertaken in week 0
1	Introduction: information and knowledge management technologies in a "document world"	27 Feb, Semester starts, no tutorials in week 1, Unit Forum is open for comments/questions
2	Meeting the digital challenge: tools and techniques for information and knowledge enterprise	12 March, Assessment specification becomes available
3	IKMS Infrastructure Analysis and Design - organisational issues	
4	IKMS Infrastructure Analysis and Design - people issues	25 March
5	IKMS Infrastructure Analysis and Design - information architecture issues	1 April
6	Major processes for effective information and knowledge enterprise - create	Assignment 1 due, April, 5, Thursday, by 5pm (Melbourne time)
7	Major processes for effective information and knowledge enterprise - organise	mid-semester break from 6th till 13th of April
8	Major processes for effective information and knowledge enterprise- store	26 April
9	Major processes for effective information and knowledge enterprise - share	3 May
10	Major processes for effective information and knowledge enterprise - apply and learn	Assignment 2 due on May 7, Monday, by 5pm (Melbourne time)
11	Developing and implementing sustainable IKM Strategy	17 May; Revision Questions become available
12	How systems support delivery of the right knowledge to the right people in the right time: Summary and review	Revision Questions become available
	SWOT VAC	No formal assessment is undertaken in SWOT VAC
	Examination period	LINK to Assessment Policy: http://policy.monash.edu.au/policy-bank/academic/education/assessment/assessment-in-coursework-policy.html

*Unit Schedule details will be maintained and communicated to you via your MUSO (Blackboard or Moodle) learning system.

Assessment Requirements

Assessment Policy

Faculty Policy - Unit Assessment Hurdles

(<http://www.infotech.monash.edu.au/resources/staff/edgov/policies/assessment-examinations/unit-assessment-hu>)

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:

The assessment will be focussed on the students' ability to critically apply a theoretical KM framework to the specific context of a selected case study.

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

Due date:

Thursday, April 5, Week 6, by 5pm (Melbourne time)

• Assessment task 2

Title:

IKM System analysis and design

Description:

Aim:

- ◆ To conduct practical analysis of the case study and propose suitable technological solution
- ◆ To apply the various principles and skills learnt in this unit to evaluate technology solutions in specific context

Weighting:

20%

Criteria for assessment:

This assignment will be assessing students for:

1. understanding organisational contexts of technological infrastructures and emerging technological frameworks for electronic information and knowledge management (IKM) system
2. appreciating the capabilities and limitations of various information and knowledge management products on the market
3. identifying and selecting appropriate strategic options for designing and implementing an information and knowledge management system; and

4. understanding techniques for evaluating and recommending IKM systems.

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

Due date:

Monday, May 7, week 10, by 5pm (Melbourne time)

• **Assessment task 3**

Title:

Active participation and analysis of readings

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 should 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

It is a University requirement

(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html>) for students to submit an assignment coversheet for each assessment item. Faculty Assignment coversheets can be found at <http://www.infotech.monash.edu.au/resources/student/forms/>. Please check with your Lecturer on the submission method for your assignment coversheet (e.g. attach a file to the online assignment submission, hand-in a hard copy, or use an online quiz).

Online submission

If Electronic Submission has been approved for your unit, please submit your work via the VLE site for this unit, which you can access via links in the my.monash portal.

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.

Other Information

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>)
- Codes of Practice for Teaching and Learning
(<http://www.policy.monash.edu.au/policy-bank/academic/education/conduct/suppdocs/code-of-practice-tea>)

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. For Sunway see <http://www.monash.edu.my/Student-services>, and for South Africa see <http://www.monash.ac.za/current/>

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. At Sunway, visit the Library and Learning Commons at <http://www.lib.monash.edu.my/>. At South Africa visit <http://www.lib.monash.ac.za/>.

Academic support services may be available for students who have a disability or medical condition. Registration with the Disability Liaison Unit is required. Further information is available as follows:

- Website: <http://monash.edu/equity-diversity/disability/index.html>;
- Email: dlu@monash.edu
- Drop In: Equity and Diversity Centre, Level 1 Gallery Building (Building 55), Monash University, Clayton Campus, or Student Community Services Department, Level 2, Building 2, Monash University, Sunway Campus
- Telephone: 03 9905 5704, or contact the Student Advisor, Student Community Services at 03 55146018 at Sunway

Other

Other useful references:

- Schwartz, D.G. and Te'eni, Dov (Eds.): Encyclopedia of Knowledge Management, Second Edition. IGI Global 2011 (available through Monash Library on-line collection).
- 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.