# Table of Contents

**FIT3099 Knowledge management - Semester 2, 2012**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mode of Delivery</td>
<td>1</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>1</td>
</tr>
<tr>
<td>Workload</td>
<td>1</td>
</tr>
<tr>
<td>Unit Relationships</td>
<td>1</td>
</tr>
<tr>
<td>Prohibitions</td>
<td>1</td>
</tr>
<tr>
<td>Prerequisites</td>
<td>1</td>
</tr>
<tr>
<td>Chief Examiner</td>
<td>2</td>
</tr>
<tr>
<td>Campus Lecturer</td>
<td>2</td>
</tr>
<tr>
<td>Caulfield</td>
<td>2</td>
</tr>
<tr>
<td>Tutors</td>
<td>2</td>
</tr>
<tr>
<td>Caulfield</td>
<td>2</td>
</tr>
<tr>
<td><strong>Academic Overview</strong></td>
<td>3</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3</td>
</tr>
<tr>
<td>Graduate Attributes</td>
<td>3</td>
</tr>
<tr>
<td>Assessment Summary</td>
<td>4</td>
</tr>
<tr>
<td>Teaching Approach</td>
<td>4</td>
</tr>
<tr>
<td>Feedback</td>
<td>4</td>
</tr>
<tr>
<td>Our feedback to You</td>
<td>4</td>
</tr>
<tr>
<td>Your feedback to Us</td>
<td>4</td>
</tr>
<tr>
<td>Previous Student Evaluations of this unit</td>
<td>4</td>
</tr>
<tr>
<td>Recommended text(s)</td>
<td>5</td>
</tr>
<tr>
<td><strong>Unit Schedule</strong></td>
<td>6</td>
</tr>
<tr>
<td><strong>Assessment Requirements</strong></td>
<td>7</td>
</tr>
<tr>
<td>Assessment Policy</td>
<td>7</td>
</tr>
<tr>
<td>Assessment Tasks</td>
<td>7</td>
</tr>
<tr>
<td>Participation</td>
<td>7</td>
</tr>
<tr>
<td>Examinations</td>
<td>8</td>
</tr>
<tr>
<td>Examination 1</td>
<td>8</td>
</tr>
<tr>
<td>Assignment submission</td>
<td>8</td>
</tr>
<tr>
<td>Online submission</td>
<td>8</td>
</tr>
<tr>
<td>Extensions and penalties</td>
<td>8</td>
</tr>
<tr>
<td>Returning assignments</td>
<td>9</td>
</tr>
<tr>
<td><strong>Other Information</strong></td>
<td>10</td>
</tr>
<tr>
<td>Policies</td>
<td>10</td>
</tr>
<tr>
<td>Student services</td>
<td>10</td>
</tr>
<tr>
<td>Reading list</td>
<td>11</td>
</tr>
</tbody>
</table>
FIT3099 Knowledge management - Semester 2, 2012

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.

Mode of Delivery

Caulfield (Day)

Contact Hours

1 hr lecture/wk, 2 hrs laboratories/wk

Workload

Students will be expected to spend a total of 12 hours per week during semester on this unit as follows:

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

Prohibitions

IMS3012

Prerequisites

Completion of 36 points at level 1 or equivalent
Chief Examiner

Professor Frada Burstein

Campus Lecturer

Caulfield

Professor Frada Burstein

Consultation hours: after the lecture, or for appointment email frada.burstein@monash.edu

Tutors

Caulfield

Morgan Priestnall,

Consultation hours: Thursday 2pm - 3pm at H7.87
Academic Overview

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.

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
Academic Overview

Assessment Summary

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

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Value</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practical Assignment</td>
<td>25%</td>
<td>week 10</td>
</tr>
<tr>
<td>On-line quiz</td>
<td>5%</td>
<td>week 6</td>
</tr>
<tr>
<td>Participation</td>
<td>10% - consisting of the average of a student's best 6 participation scores</td>
<td>complete by week 11</td>
</tr>
<tr>
<td>Examination 1</td>
<td>60%</td>
<td>To be advised</td>
</tr>
</tbody>
</table>

Teaching Approach

This teaching and learning approach provides facilitated learning, practical exploration and peer learning

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: peer-assessment

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

This is a new version of the unit, which was not offered since 2010. The assessment methods and practical component are significantly revised, and include peer review and development project.

If you wish to view how previous students rated this unit, please go to
Recommended text(s)

## Unit Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Activities</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No activities in week 0</td>
<td>No formal assessment or activities are undertaken in week 0</td>
</tr>
<tr>
<td>1</td>
<td>Introduction: from Information to Knowledge Systems</td>
<td>Assessment Task 3: Participation Portfolio: is a Peer-reviewed assessment of the weekly activities - completed in Week 11</td>
</tr>
<tr>
<td>2</td>
<td>The Knowledge Management life cycle - a journey</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Business Knowledge management - guest lecture (TBC)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Tools and techniques for managing knowledge</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Analysis and Design for KM Systems</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Personal knowledge management</td>
<td>Assessment Task 2: On-line quiz becomes available</td>
</tr>
<tr>
<td>7</td>
<td>Analysis of knowledge resources in an organisation: knowledge audit</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>KMS development methodologies</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>KM System evaluation</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Roles and composition of KM team</td>
<td>Assessment task 1: Practical Assignment is due at the end of this week</td>
</tr>
<tr>
<td>11</td>
<td>Knowledge systems of the future</td>
<td>Assessment Task 3: Participation Portfolio</td>
</tr>
<tr>
<td>12</td>
<td>Summary and revision</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SWOT VAC</td>
<td>No formal assessment is undertaken during SWOT VAC</td>
</tr>
</tbody>
</table>

*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

Academic Integrity - Please see the Demystifying Citing and Referencing tutorial at
http://lib.monash.edu/tutorials/citing/

Assessment Tasks

Participation

10% based on tutorial and on-line activities portfolio

• Assessment task 1

  Title:
  Practical Assignment

  Description:
  KMS design and development for a specified context.
  Includes report (20%) and presentation (5%)

  Weighting:
  25%

  Criteria for assessment:
  The level of understanding of the concept of knowledge management system will be the major criteria for assessing this assignment.
  If work is performed in a group (two people maximum), then students will have to provide a statement of contribution of each individual student to the project and assess each others performance on a set of criteria, which will be supplied by the tutor.

  Due date:
  week 10

• Assessment task 2

  Title:
  On-line quiz

  Description:
  A set of questions will be made available through Moodle on-line quiz, which will help you review the material studied over the first half of the semester. Two attempts will be allowed before the final submission.

  Weighting:
  5%

  Criteria for assessment:
  Sample of correct answers will be provided after the submission due date

  Due date:
  week 6
Assessment Requirements

• **Assessment task 3**

**Title:** Participation portfolio

**Description:** Peer-reviewed assessment of the weekly activities will be used to reward quality of participation and contribution to the tutorial and on-line activities

**Weighting:**
10% - consisting of the average of a student's best 6 participation scores

**Criteria for assessment:**
See Description

**Due date:**
complete by week 11

Examinations

• **Examination 1**

**Weighting:**
60%

**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](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/](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.

Assessment Requirements

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)
- 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

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 Information

**Reading list**

Reading list will be available through Monash Library