



**MONASH** University  
Information Technology

**FIT3099**  
**Knowledge management**

**Unit Guide**

**Semester 2, 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.

*Last updated: 26 Jun 2012*

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# **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](mailto: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

## Assessment Summary

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

Assessment Task	Value	Due Date
Practical Assignment	25%	week 10
On-line quiz	5%	week 6
Participation portfolio	10% - consisting of the average of a student's best 6 participation scores	complete by week 11
Examination 1	60%	To be advised

## 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.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

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

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

## **Recommended text(s)**

Amrit Tiwana. (2000). *The knowledge management toolkit: practical techniques for building a knowledge management system.* () Prentice Hall PTR.

## Unit Schedule

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

\*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>)

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 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>) 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](http://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](mailto: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