FIT5088
Information and knowledge management systems

Unit Guide

Semester 1, 2015

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: 20 Feb 2015

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FIT5088 Information and knowledge management systems - Semester 1, 2015

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 (Online)
- Malaysia (Evening)

Workload Requirements

Minimum total expected workload equals 12 hours per week comprising:

(a.) Contact hours for on-campus students:

- 2 hours of lectures
- One 1.5-hour tutorial

(b.) Study schedule for off-campus students:

- Off-campus students generally do not attend lecture and tutorial sessions, however should plan to spend equivalent time working through the relevant resources and participating in discussion groups each week.

(c.) Additional requirements (all students):

- a minimum of 2-3 hours of personal study per one hour of contact time in order to satisfy the reading and assignment expectations.

See also Unit timetable information

Unit Relationships

Co-requisites

FIT9132 or FIT5132 or FIT9003 or equivalent

Chief Examiner

Professor Frada Burstein

Campus Lecturer

Caulfield

Frada Burstein

Consultation hours: each week after lecture or by appointment

Malaysia

Anushia Inthiran

Consultation hours: from 3-4 PM on Monday

Tutors

Caulfield

Danny Ardianto - Tutor for Thursday class

Consultation hours: make time via email: danny.ardianto@monash.edu

Keith De La Rue - Tutor for Wednesday class and Teaching Assistant

Consultation hours: after the tutorial

Frada Burstein

Consultation hours: Wednesday afternoon, after the lecture or by appointment

Malaysia

Anushia Inthiran

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 the Student Evaluation of Teaching and Units (SETU) survey. 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, see:

www.monash.edu.au/about/monash-directions/ and on student evaluations, see: 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 assessment and arranegements are changed. Assessment case studies have been replaced with more relevant, broader applicable systems.

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

I will run an informal mid-semester review. In addition please feel free to provide feedback throughout the semester.

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

Academic Overview

Learning Outcomes

On successful completion of this unit, students should be able to:

- explain the value of implementing electronic information and knowledge management systems in various organisational contexts;
- form and present professionally a credible opinion about emerging technological advancements and their relevance for information and knowledge management;
- identify and select appropriate strategic options for designing and implementing an information and knowledge management system depending on the functional, non-functional and transitional user requirements;
- conduct requirements identification, design and deployment of information and knowledge management systems for various users groups;
- assess and synthesise diverse information about up-to-date information and knowledge management systems market and how to use implementation strategies to maximise their strengths and minimise their weaknesses.

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 activities are undertaken in week 0
1	Introduction: information and knowledge management technologies in a "document world"	Semester starts 2 March 2015, tutorials start in Week 1, Unit Forum is open for comments/questions, Assignment 3 is assessed throughout the semester
2	Meeting the digital challenge: tools and techniques for information and knowledge enterprise	Assessment specifications become available
3	IKMS Infrastructure Analysis and Design - organisational issues	
4	IKMS Infrastructure Analysis and Design - people issues. Guest lecture	
5	Major processes for effective information and knowledge enterprise - create	Mid-semester break starts 3 April 2015
6	Major processes for effective information and knowledge enterprise - organise	Assignment 1 due Friday 17 April 2015, by 11pm (Melbourne time)
7	Major processes for effective information and knowledge enterprise - share	
8	Major processes for effective information and knowledge enterprise- store	Assignment 2 introduction due
9	Major processes for effective information and knowledge enterprise - apply and learn	
10	KM and IKMS project strategy alighment	Assignment 2 due Friday 15 May 2015, by 11pm (Melbourne time)
11	IKMS systems evaluation and measurement	Assignment 3 comments of the topics from others are due. 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 discussed in the tutorial
	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 learning system.

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.

In addition, to provide a regular feedback, most of the weeks will include short revision quizzes (NOTE: these are not compulsory, and will have no specified credit, however, you doing a quiz will be considered favorably as part of an active participation mark).

Assessment Summary

Examination (3 hours): 50%; In-semester assessment: 50%

Assessment Task	Value	Due Date
Assignment 1 - Analytical Report on IKM System	20%	Week 6, Friday 17 April 2015, by 11pm (Melbourne time)
Assignment 2 - Research on IKMS topic - Wiki exercise	20%	Week 10, Friday 15 May 2015, by 11pm (Melbourne time)
Assignment 3 - Active participation and analysis of readings	10%	Throughout the semester
Examination 1	50%	To be advised

Assessment Requirements

Assessment Policy

Faculty Policy - Unit Assessment Hurdles
(http://intranet.monash.edu.au/infotech/resources/staff/edgov/policies/assessment-examinations/assessment-hurd

Academic Integrity - Please see resources and tutorials at
http://www.monash.edu/library/skills/resources/tutorials/academic-integrity/

Assessment Tasks

Participation

Active participation in the lectures and tutorials is expected from on-campus students, in addition an
on-line forum will be used on Moodle to engage outside class and for off-campus students. The level of
participation will be assessed cumulatively, at the end of the semester. The quality, not the quantity of
contribution is thought. Overall, 10% is allocated for this component.

See Assignment 3 for details.

- **Assessment task 1**

    Title:
    Assignment 1 - Analytical Report on IKM System
    Description:
    Analysis of information and knowledge management technologies and systems in a
    chosen context from a theoretical perspective

    The assignment is worth 20% of the total marks for the unit, comprising: 5% presentation,
    15% report (written submission via Moodle)

    Weighting:
    20%
    Criteria for assessment:
    This assignment will be assessing students ability to:

    1. understand requirements and technological infrastructures for electronic
       information and knowledge management (IKM) system
    2. appreciate the capabilities and limitations of various IKM products on the market
    3. identify and select appropriate IKM system in a user-centered way; and
    4. understand techniques for evaluating and recommending IKM systems.

    A Marking Guide for this assignment will be made available through Moodle site
    Due date:
    Week 6, Friday 17 April 2015, by 11pm (Melbourne time)

- **Assessment task 2**

    Title:
    Assignment 2 - Research on IKMS topic - Wiki exercise
    Description:

Aim:

- ♦ To research and create a Wiki entry for a topic of a choice
- ♦ Develop skills to integrate material from various sources, including collaborative content creation

Weighting:

20%

Criteria for assessment:

This assignment will be assessing students for:

1. understanding issues related to information and knowledge management (IKM) system
2. ability to find, analyse and integrate resources related to the chosen topic/issue
3. relate your contribution to those of others; and
4. demonstrate a depth of understanding of the issue in perspective.

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

Due date:

Week 10, Friday 15 May 2015, by 11pm (Melbourne time)

- **Assessment task 3**

Title:

Assignment 3 - Active participation and analysis of readings

Description:

This mark will be allocated based on your participation in the tutorial, lecture and on-line discussion (including quizzes).

On campus students will conduct peer-assesment for this assignment

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

Learning resources

Reading list

Other useful references:

- Knowledge Management Online Open Source KM - on-line repository: http://www.knowledge-management-online.com/
- The Knowledge Bucket (Collaborative Resource Wiki): http://knowledgebucket.wikispaces.com/

- 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.

Monash Library Unit Reading List (if applicable to the unit)
http://readinglists.lib.monash.edu/index.html

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

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.monash.edu.au/exams/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.

Assignment submission

It is a University requirement
(http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-academic-integrity-managing-pla
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 electronic submission). Please note that it
is your responsibility to retain copies of your assessments.

Online submission

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

Required Resources

Please check with your lecturer before purchasing any Required Resources. Limited copies of 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

- Schwartz, D.G. and Te'eni, Dov (Eds.): Encyclopedia of Knowledge Management, 2nd Edition.
  IGI Global 2011 (available through Monash Library on-line collection).

- 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 Edition. 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 Caulfied Library and in the Bookshop.

Readings for weekly discussion will be available from the Monash Library Reading Lists for FIT5088.

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:
www.policy.monash.edu.au/policy-bank/academic/education/index.html

Faculty resources and policies

Important student resources including Faculty policies are located at
http://intranet.monash.edu.au/infotech/resources/students/

Graduate Attributes Policy

http://www.policy.monash.edu/policy-bank/academic/education/management/monash-graduate-attributes-policy.h

Student Charter

www.opq.monash.edu.au/ep/student-charter/monash-university-student-charter.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 http://www.monash.edu.au/students. For Malaysia see http://www.monash.edu.my/Student-services, and for South Africa see http://www.monash.ac.za/current/.

Monash University Library

The Monash University Library provides a range of services, resources and programs that enable you to save time and be more effective in your learning and research. Go to www.lib.monash.edu.au or the library tab in my.monash portal for more information. At Malaysia, visit the Library and Learning Commons at http://www.lib.monash.edu.my/. At South Africa visit http://www.lib.monash.ac.za/.

Disability Liaison Unit

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://www.monash.edu/equity-diversity/disability/index.html
- Telephone: 03 9905 5704 to book an appointment with a DLO; or contact the Student Advisor, Student Commuity Services at 03 55146018 at Malaysia
- Email: dlu@monash.edu
- Drop In: Equity and Diversity Centre, Level 1, Building 55, Clayton Campus, or Student Community Services Department, Level 2, Building 2, Monash University, Malaysia Campus