Faculty of Information Technology  
School of Information Management and Systems  
Semester 2, 2005  
IMS3012, Knowledge Management

Assignment

Objectives:
The objectives of this assignment are for you to:
• examine the feasibility of a KM system in a given situation;
• explore an approach to KM systems development;
• investigate the utility of current technologies for KM;
• understand the potential of technology for KM initiatives;
• explore issues in KM system deployment.

Due Date: Week 11
Submission: In tutorials

Value: Individual component: 25% of total marks for the unit  
Group component: 15% of total marks for the unit

Assignment Details
1. Background
The University supports its teaching in a variety of ways and with a range of software products. The aim is to encourage flexibility in the delivery mode allowing students to participate in courses in a variety of ways. The most visible support is offered through unit webpages or through the WebCT platform.

However most of these initiatives are directed towards the effective management of units and supporting students through efficient delivery of materials.

2. Your Task
You are asked to design a system to support learning from a student perspective. The major criteria for the system is that it is based on knowledge management principles.

Your task is two fold:
• to develop a prototype of your design to demonstrate the features/functions that you believe will help you learn
• to prepare a feasibility report, based on the prototype, that will define the knowledge management features appropriate in this setting
3. Assignment Details

Part 1 – Prototype (Group work)
This will be done in small groups of up to 3 students who will use the software available through the KM Lab to develop the prototype. All members of the group will contribute to the design of the prototype and it will reflect a variety of learning styles.

The prototype will need to be documented in the form of a brief Design Specification (1500 – 2000 words) that identifies:

- the scope of the design (Objectives)
- the design approach, including interface and navigation
- what functions are supported
- why these functions have been identified (Design Rationale)
- how learning is supported

Assessment Details

- The extent to which stakeholder requirements are demonstrated in a prototype (includes the content of the prototype)
- Functional design of the prototype (including interface and navigation)
- To what extent the features of the KMS technology were used
- Whether the prototype deals with the scenario in an innovative way

This will be a single submission for the group

Part 2 – Feasibility Report (Individual component)
You are asked to investigate the feasibility of using a knowledge management system to support student learning in a tertiary institution. The Report needs to be clear and concise and should not be longer than 6 pages (3000 words) excluding the cover sheet, title page and Table of Content.

Some of the issues that the report will address could be:

- can university be considered a “learning community”
- how is knowledge shared and transferred at university
- how do students access knowledge
- what are the characteristics of a knowledge management system
- which characteristics are significant to this application
- how can a KMS support learning
- to what extent can technology be used to support learning
- how can technology extend the learning modalities available to students

The Report will have the following structure:

Executive Summary

- a summary of the objectives and requirements and an outline in broad terms of your study
- a list of the main recommendations
- will be limited to 1 page
Background

Tertiary Education
• summarise how university education is currently organised
• identify the opportunity you are targeting

Objectives
• outline your reasons for undertaking this investigation (justification).
• what are you trying to achieve (objectives)
• what are the critical success factors what will indicate you have succeeded

Project Scope
• establish the extent of the investigation (what is addressed, who is supported)
• identify what will be delivered
• what assumptions have been made
• identify any constraints
• what will not be done?

Methodology
• what you did
• how you did it

Study Details
• a detailed analysis of you (students) need (make any reasonable assumptions)
• a detailed description of the features of a KM systems
• a description of how the features meet your needs
• a critical analysis of how the KM system addresses the objectives you have identified

Conclusions and Recommendations
• a brief statement whether this KM initiative is warranted
• a list of recommendations arising from your investigation

In addition the report layout should include the following elements:
• Table of contents
• Headings and Sub headings
• Footers/headers (as appropriate)
• Page numbers
• References (if necessary)
• Screen dumps (as appropriate)

Assessment Details
A detailed assessment guide will be provide to indicate the relative weighting of each component of the assignment. Assessment criteria are:

Report
• Quality of document presentation.
• Clarity of the Executive Summary
• Appropriateness of the scope of the project.
• Understanding of stakeholder requirements
• An understanding of KM and KMS in the set scenario
• Appropriateness of the recommendations