Faculty of Information Technology  
School of Information Management and Systems  
Semester 2, 2005  
UNIT OUTLINE

Unit: IMS3012, Knowledge Management  


Unit webpage: The unit web page can be accessed from the SIMS home page [http://www.sims.monash.edu.au](http://www.sims.monash.edu.au)

Staff:

<table>
<thead>
<tr>
<th>Role</th>
<th>Information</th>
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<tbody>
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<tr>
<td>Tutor</td>
<td>TBA</td>
</tr>
<tr>
<td>Room</td>
<td>By email appointment - Caulfield Campus</td>
</tr>
<tr>
<td>Phone</td>
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Contacting staff: Outside the scheduled class contact hours, you can contact teaching staff by email, phone, during their consultation hours (available on unit webpage or at SIMS Frontdesk) or by making an appointment.
If you need a staff member urgently and are unable to contact them, please contact:
SIMS Frontdesk, Level 7 – Building S, Ph: 9903 2208

Aim: To build a basic understanding of knowledge management systems (KMS) development through a range of techniques and technologies for utilising personal and organisational knowledge to achieve organisational effectiveness and efficiency

Objectives: At the completion of this unit the students will:

have knowledge of:
• the meanings applied to the terms knowledge and knowledge management in an organisational context;
• a range of approaches that may support knowledge management activities

have an understanding of:
• the methods and approaches for implementing knowledge management in an organization;
• the techniques adapted from information systems, documents and record management for representing and manipulating knowledge;
• the concept of ownership of knowledge and the validity of knowledge processes.

have the skills to:
• evaluate the sources and potential value of knowledge within an organisation

have developed attitudes which enable them to:
• work productively individually and within a team
• be able to effectively communicate knowledge management perspectives within a work environment

Prerequisite knowledge:
Completion of CSE1204 and CSE1205 Information Systems 1 & 2; or
IMS1002 Systems Analysis and Design
or
IMS2001 Information Systems 3
or
SYS2168 Systems Design and Implementation
or equivalent

Texts and software:

Prescribed texts:

There is no prescribed text book for this unit.

Recommended texts:

Other references:


Additional reference material will be recommended through the lecture and tutorial pages on the Unit website.

Software: The Monash KM Lab resources will be available for student use. These will be explored in practical sessions this semester

Computing and laboratory requirements:

The resource available through the Monash KM Lab can be accessed from any of the University computer laboratories. Any package-specific requirements will be made available through the Unit website. Students will be notified if the Monash KM Lab resources can be accessed remotely from home computers.

Study materials: Although there is no prescribed text book, students are expected to read the recommended texts and other reading material referenced on the Unit website.

Additionally, students are expected to become familiar with a number of software packages as part of the practical sessions. Appropriate material will be available to support these activities.
Unit structure and organisation:

SUBJECT TO CHANGE WITHOUT NOTICE: Please regularly check the Unit website for any current announcements, comments or changes to schedule.

<table>
<thead>
<tr>
<th>Week</th>
<th>Lecture Topics</th>
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<tbody>
<tr>
<td>1</td>
<td>Introduction to knowledge management. Evolution IS development to knowledge management</td>
</tr>
<tr>
<td>2</td>
<td>From Information to Knowledge Systems, Organisational and people issues in KM</td>
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<tr>
<td>3</td>
<td>Business process management with knowledge management system</td>
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<td>4</td>
<td>The Knowledge Management life cycle</td>
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<tr>
<td>5</td>
<td>KM Systems Analysis and Design: Designing the KM Infrastructure</td>
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<td>6</td>
<td>KM Systems Analysis and Design: Knowledge Assets Audit, knowledge mapping</td>
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<td>7</td>
<td>KM Systems Analysis and Design: Assembling the KM team</td>
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<td>8</td>
<td>KM Systems Analysis and Design: Creating KM blueprint</td>
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<td>9</td>
<td>KM System Development</td>
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<tr>
<td>10</td>
<td>KM deployment</td>
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<tr>
<td>11</td>
<td>KM Deployment: Change and Risk management</td>
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<tr>
<td>12</td>
<td>Evaluating the KM initiative</td>
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<tr>
<td>13</td>
<td>Summary and revision</td>
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Tutorials: The tutorial will be split into will have two components. A critical evaluation of a number of knowledge management case studies conducted as part of a tutorial class. The case studies will be posted on the Tutorial page of the Unit website in advance of the scheduled discussion. The Laboratory session will focus on feature analysis of knowledge management systems. Knowledge management systems, in most cases, can be accessed through the Monash KM Lab. The tutorials will also be an opportunity for students to discuss their assignments.
Workload: This is a six point unit which, according to University guidelines, requires you to spend 12 hours per week (a total of at least 156 hours per semester).

The anticipated workload is:
• 1 hours per week lecture
• 1 hour per week tutorials
• 1 hour per week Laboratory session
• 7 hours per week preparation and assignment
• 2 hours per week reading

Assessment:

Practical work (assignments and tutorial exercises) (40% weighting) and a three hour examination (60% weighting) will be used to assess whether you have achieved the objectives of this subject.

Minimum performance requirements will be applied based on the 40% rule (see below – Pass Requirements)

Formal supervised assessment

The formal supervised assessment for this unit will be a 3 hour, closed book examination (assessment value 60%) scheduled in the formal examination period following the last week of semester. You are required to be available for the exam and any necessary supplementary assessment procedures until the end of the assessment period. Alternative times for exams will only be approved when extenuating circumstances are supported with appropriate evidence.

Practical assessment

Major assignment, value 25%, is due in week 11 of the semester.

Tutorial exercises, value 15% are due in week 11 of the semester.

Note: Assignments in this unit are no less important than those of other units. Your inability to manage your time or computing resources will not be accepted as a valid excuse. (Several assignments falling due at the same time is often unavoidable.)

Backup copies are required to be made of all assignments and retained for 12 months, in case of loss.
Hardware failures are not normally recognised as a valid reason for obtaining an extension or handing in a late assignment.

Assessment Notes

1. Acknowledgment of sources

   Each time you complete any assessment, please refer to and make yourself familiar with the most current information regarding acknowledgement of sources, plagiarism and academic conduct. This can be accessed from the SIMS Home page through the Resources link.

2. Assignments

   2.1 Standards for presentation

   All printed assignment work must be word processed and meet the standards set out in the assignment. Refer also to the SIMS Style guide for additional information on presentation standards. This can be accessed from the SIMS Home page through the Resources link.

   2.2 Submissions

   All assignments must include a signed SIMS assignment cover page. A downloadable (PDF) copies of SIMS assignment cover page can be accessed from the SIMS home page

   2.3 Extensions

   If you believe that your assignment will be delayed because of circumstances beyond your control such as illness, you should apply for an extension prior to the due date. All applications for extensions must be made in writing to your lecturer. Medical certificates or other supporting documentation will be required.

   Late assignments submitted without an approved extension may be accepted up to one week later the due date at the discretion of your lecturer, but will be penalised at the rate of 10% of total assignment marks per day (including weekends).

   Example: Total marks available for the assignment = 100 marks

   Marks received for the assignment = 70 marks

   Marks deducted for 2 days late submission (20% of 100) = 20 marks

   Final mark received for assignment = 50 marks

   2.4 Submission of assignments

   Assignments should be submitted to your tutor during your allocated tutorial or before the due date by arrangement with your tutor.

   2.5 Return of assignments

   Assignments will either be returned in specified tutorials during semester or via the SIMS Frontdesk collection system outside semester.

   In general, assignments will be returned within two to three weeks of the due date.
3. Student Academic Grievance Procedure

If you have a concern or issue about aspects of your assessment or other academic matters, you are encouraged to follow the SIMS Student Academic Grievance Procedure. This policy can be accessed from the SIMS Home page through the Resources link.

4. Pass requirements

The 40% rule applies to this unit and determines the final result where a student's performance in either the examination or assignment component of the unit is unsatisfactory. Students need to be aware of the 40% rule:

*In order to pass a unit, a student must gain all of the following:*  
- at least 40% of the marks available for the examination component: i.e. the final examination and any tests performed under exam conditions, taken as a whole  
- at least 40% of the marks available for the assignment component: i.e. the assignments and any other assessment tasks (such as presentations) taken as a whole  
- at least 50% of the total marks for the unit  

Where a student gains less than 40% for either the examination or assignment component, the final result for the unit will be no greater than '44-N'.

5. Grades

The grades awarded by the Faculty of Information Technology are:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Code</th>
<th>Marks</th>
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<tbody>
<tr>
<td>High Distinction</td>
<td>HD</td>
<td>80-100</td>
</tr>
<tr>
<td>Distinction</td>
<td>D</td>
<td>70-79</td>
</tr>
<tr>
<td>Credit</td>
<td>C</td>
<td>60-69</td>
</tr>
<tr>
<td>Pass</td>
<td>P</td>
<td>50-59</td>
</tr>
<tr>
<td>Fail</td>
<td>N</td>
<td>0-49</td>
</tr>
<tr>
<td>Near Pass</td>
<td>NP</td>
<td>45-49 (may be awarded by Board of Examiners only)</td>
</tr>
<tr>
<td>Deferred</td>
<td>DEF</td>
<td>Student to undertake further assessment during supplementary exam period</td>
</tr>
<tr>
<td>Withheld</td>
<td>WH</td>
<td>Unit leader to resolve grade at some point in the future</td>
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