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

IMS5330 Knowledge Management Systems Development  

Assignment  

Due date: Week 10, in the tutorial  
Marks: 50% of the total marks for the subject.  

A Feasibility Study for Knowledge Management Systems Development  

Objectives:  
The objectives of this assignment are for you to:  
• conduct an in-depth analysis of a knowledge management strategies and processes  
• assess the problems of introducing knowledge management in an organisational context  
• explore the role of technology in a knowledge management project  
• evaluate an organisation’s knowledge management infrastructure  
• investigate how knowledge management could improve organisational effectiveness  

Outline of the task:  
You are asked to investigate the feasibility of implementing a knowledge management system for an organisation. This system is to be put into the context of industry “best practice”.

Part 1.  
Select an industry sector to study the adoption of knowledge management practices. This will be essentially a literature based analysis  
• to determine the dominant characteristics of the industry  
• of the adoption of knowledge management systems within the sector  
• of the type of knowledge management practices adopted by the sector and why these practices  

Your choice of industry sector will obviously be influenced by what organisation you will chose to study in detail. You might find it more appropriate to start your assignment with a detailed investigation of a specific organisation and then the broader industry sector.

Part 2.  
Select an organisation (or part thereof) within the industry sector for detailed study. If you are working, your own organisation may well be appropriate if you can gain the necessary approvals. If not, you may choose to study other organisations you are familiar with such as a School/Department of Monash University or a local library. Please discuss with your tutor (or TA for OCL students) which organisation you have selected to study.
Your task is to:

1. present the organisation as a case study
   • use the case study guidelines provided
2. identifying an appropriate knowledge management system that includes the value proposition for that system
   • what are the most critical knowledge management issues
   • the potential impact of the system
   • what business objective the system addresses
3. design the knowledge management system
   • what is the technology infrastructure
   • to what extent can knowledge be structured to facilitate computerisation
   • what commercial application/product is appropriate for this system
   • how does such an application/product fit the system
4. define a proposed implementation strategy
   • what business processes will be impacted
   • how will social and cultural change be managed
   • how will the technology be integrated into work processes
5. identify the limitations of the system

Deliverables:

Feasibility study report (5000 words maximum). The report should show an understanding of the relevance of knowledge management concepts to the context of your study. The report should include:

• an Executive Summary for the organisation’s management who may be interested to consider implementing such a system
• a detailed analysis of the initiative
• a statement of industry “best practice” to provide a context for the initiative
• a set of recommendations