Faculty of Information Technology
School of Information Management and Systems
Semester 2, 2005
UNIT OUTLINE
IMS5330 Knowledge Management Systems Development

Handbook entry: The Handbook is at:

The Handbook entry for IMS5330 can be found at:

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

Staff:

<table>
<thead>
<tr>
<th>Lecturer/Unit coordinator</th>
<th>Dr Henry Linger</th>
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<tbody>
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</tbody>
</table>

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: This subject aims to build a general understanding of technologies for managing personal and organisational knowledge and the methods of developing knowledge management systems.

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:  
Basic understanding of information management in the context of systems design and implementation is expected.

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 minimum technology recommended is a personal computer with a modem, with access to the Internet, email and a web browser. Extensive use is made of the Internet to distribute course material.

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 during the semester.

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 web pages for any current announcements, comments or changes to schedule.

<table>
<thead>
<tr>
<th>Week</th>
<th>Lecture Topics</th>
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<tr>
<td>1</td>
<td>Introduction to knowledge management. Transition from IS development to knowledge management</td>
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<tr>
<td>2</td>
<td>From Information to Knowledge Systems, Organisational and people issues in KM</td>
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<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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<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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<tr>
<td>8</td>
<td>KM Systems Analysis and Design: Creating KM blueprint</td>
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<tr>
<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>
</tr>
<tr>
<td>13</td>
<td>Unit test</td>
</tr>
</tbody>
</table>

Tutorials: In the tutorials the students will be critically evaluating a number of knowledge management case studies and feature analysis of knowledge management systems. The case studies will be posted on the Tutorial page of the Unit website in advance of the scheduled discussion. Knowledge management systems, in most cases, can be accessed from the Monash KM Lab. The tutorials will also be an opportunity for students to discuss their assignments.

Workload: This is a Masters level 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:

- 2 hours per week lecture (or off-campus learning equivalent)
- 1 hour per week tutorials (or off-campus learning equivalent)
- 9 hours per week reading, preparation and assignment work
Assessment: Practical work (assignments and tutorial exercises) (60% weighting) 10% will be allocated for participation in online discussions as well as class discussion.

A two hour class test (40% weighting) will be used to assess whether you have achieved the objectives of this subject. Special arrangements will be made for off-campus students.

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 2-hour open book class test (assessment value 40%) scheduled in the last week of semester. You are required to be available for the test 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

The major assignment, value 30%, is due in week 9 of the semester.

Tutorial exercises, value 20% 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 units and determines the final result for a student where the 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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