

Knowledge Management Systems PG – 6688

Unit Outline 2009

Faculty of Information Sciences and Engineering

University of Canberra

*Australian Government Higher Education (CRICOS)
Registered Provider number: #00212K*

This Unit Outline must be read in conjunction with:

- a) *Studying at the University of Canberra: A Guide to Policies and Procedures*, which sets out University-wide policies and procedures, including information on matters such as plagiarism, grade descriptors, moderation, feedback and deferred exams, and is available at <http://www.canberra.edu.au/student-services>
- b) *Guide to Student Services at the University of Canberra*, and is available at <http://www.canberra.edu.au/student-services>
- c) Any additional information specified in section 6f.

1: General Information

- | | | |
|-----------|---|---|
| 1a | Unit title: | Knowledge Management Systems PG |
| 1b | Unit number: | 6688 |
| 1c | Semester and year offered: | Semester 2, 2009 |
| 1d | Credit point value: | 3 credit points |
| 1e | Unit level: | PG |
| 1f | Name of Unit Convenor and contact details (including telephone and email) | Craig McDonald, 11C16, +61 (0)2 6201 5285
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| | Name of Unit Moderator and contact details (including telephone and email): | Neil Lynch, 11A52, (02) 6201 2408
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| 1g | Administrative contact details (including name, location, telephone and email) | ISE Faculty Office, 11B14, (02) 6201 2417
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2: Academic Content

2a Unit description and learning outcomes

Syllabus

This unit examines the characteristics and applications of systems that support knowledge management at personal, group and corporate levels. It considers the electronic representation of knowledge, the components of systems that embody or support knowledge processing, the use and value of such systems (including systems for transaction and information management, decision support, management exploration, intelligence gathering, and computer supported cooperative work). The business and system issues associated with the analysis, design, construction, deployment, management and evaluation of knowledge management systems are addressed.

Learning Outcomes

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

- understand a range of knowledge management systems and appreciate their contribution to an organisation;
- discuss the requirements of knowledge management systems with systems providers and developers; and
- participate in evaluation of the impact of knowledge management systems.

Generic Skills

A link to the generic skills expected of UC graduates is shown below.

https://guard.canberra.edu.au/policy/policy.php?pol_id=3030

See unit design for details.

2b Prerequisites and/or co-requisites

Assumed knowledge: it is assumed that you have considerable experience in the use of computers and have high level written, visual and oral communication skills.

3: Delivery of Unit and Timetable

3a Delivery mode

Knowledge Management Systems is delivered fully online.

3b Schedule of topics/lectures/tutorials/practicals/field classes by week

Minor variations to the topic sequence may occur.

Week	Topic	Sub topics	Assessment item due
1 to 3	Context for a KMS	The KM debate The knowledge lifecycle A sample KMS	Assignment 1: Discussion Forums (ongoing)
4 to 6	The components of KMS	KMS Case-Studies The knowledge in systems and the technologies that support it	Assignment 1 Discussion Forums (ongoing) Assignment 2: Case Study Analysis
7 to 10	KMS design - Architecture and Integration	The language of KMS (ontologies & concept maps) Systems Architecture (Internet, extranet, intranet, Internal and external sources)	Assignment 1 Discussion Forums (ongoing) Assignment 3: Case Study Design
11 to 15	The, development, deployment, and evaluation of KMS	What KMS users need to communicate with KMS developers KMS Project Management Strategic Directions Evaluation	Assignment 1 Discussion Forums (ongoing) Assignment 4: Work integrated report or research report.

4: Unit Resources

4a Lists of required texts / readings

There is no required text for this unit. However, Amrit Tiwana's book, "The Knowledge Management Toolkit: Practical Techniques for Building a Knowledge Management System", the required text for the unit Knowledge Management Processes, has much material that is also highly relevant to this unit. Texts referred to during semester include:

- Alter, S. (1999). *Information Systems – a management perspective*, Addison Wesley.
- Koulopoulos, T.M. & Frappaolo, C. (1999). *Smart Things to Know About Knowledge Management*, Capstone, Padstow, Cornwall.
- Oz, E. (2008). *Management Information Systems, Course Technology*, (6th ed.). Cambridge.
- Tiwana, A. (2002). *The Knowledge Management Toolkit: Practical Techniques for Building a Knowledge Management System*, (2nd ed.). Prentice Hall PTR, Upper Saddle River, NJ.
- Turban, E. (2007). *Decision Support Systems and Intelligent Systems*, (8th ed.). Prentice Hall, Upper Saddle River, NJ.

The University of Canberra library home page is: <http://www.canberra.edu.au/library/>

The University of Canberra online catalogue is: <http://library.canberra.edu.au/>

Online databases provide further reference material, in particular publications of the Association for Information Systems (AIS). CAIS and JAIS material is available at <http://home.aisnet.org/joomla/index.php>. Logon ids and passwords are on the web site.

4b Materials and equipment

Students are required to use computers to access resources in this unit and to complete their assessable work.

4c Unit website

The unit Moodle site is <http://learnonline.canberra.edu.au/course/view.php?id=3108>. It is your responsibility to check the site regularly.

5: Assessment

5a Assessment overview

Assessment Item (including exams held in the exam period)	Due Date of Assignments	Weighting (to equal 100%)
Assignment 1: Contribution to online forum discussions	Review points in weeks 5, 10 and 15	30%
Assignment 2: A case study analysis	Monday week 6 (24 Aug)	20%
Assignment 3: A case study design	Monday week 10 (21 Sep)	20%
Assignment 4:	Friday week 15 (30 Oct)	30%

5b Details of each assessment item

Refer to the unit web site for full detail of Assignments.

Assignment 1: Contribution to Online Forum Discussions

Regular, thoughtful posts on the full range of topics is a crucial part of the unit. Assessment of, and feedback on the quality of posts will be made at 3 points during the semester (weeks 5, 10 and 15).

Assignment 2: A case study analysis

A discussion paper of 2000 words (or equivalent annotated Powerpoint presentation) that analyses the knowledge system behind one of the case studies presented on the unit website.

Assignment 3: A case study design

A design of an integrated system that would support the case study analysed in assignment 2 (or one of the other case studies).

Assignment 4: A report of KMS in your organisation or a KMS research report

Students in an appropriate work situation may examine the prospects for (or of) a KMS in their workplace. Other students will write a report on the claims of KMS vendors with particular attention being given to the means of evaluation of their products.

5c Special assessment requirements

Further details for each assessment item will be made available in future documents and these will be available on the web site. Timing details for submission of assessment items are given in the proposed unit timetable above.

All assignments are required to be submitted on the due date. If for any reason you are unable to do an assignment by the due date you must submit, to the lecturer, a request for an extension in writing (if possible) **before** the due date setting out in detail the genuine and exceptional reason for requesting the extension. If there is a medical or counselling reason for the extension request it must be accompanied by a medical or counselling certificate which clearly states:

- that you were unfit to complete the assignment;
- the date of the medical or counselling consultation; and
- the period for which you were / are / will be unfit to complete the assignment.

If your medical or counselling certificate does not provide all of these details, the normal late penalties will apply.

Resubmission of an unsatisfactory assignment may be possible.

Late and resubmitted assignments may not count fully towards the determination of your grade. Unless appropriate arrangements have been made, supported by a sensible and valid reason, late submissions will attract a penalty of 5% per day or 20% per week. A resubmitted assignment (if requested by your lecturer) can gain at most 50% of the total available marks for that assignment.

If there is any doubt with regard to the requirements of any assignment or assessment procedure, the onus for clarifying the issue rests with the student who should contact the lecturer about the matter.

Each assignment submission must have a cover sheet with the student's name, student number, and a declaration that the submission is the student's own work.

Assignments are to be submitted (by the due date and time) using email.

Referencing requirements:

In all submitted written work, the referencing should comply with the author-date or 'Harvard' system, as outlined in the University Library Citation Guide available at: http://www.canberra.edu.au/library/research-gateway/research_help/referencing-guides

Students should keep a copy of all assessment items that are submitted at least until unit grades have been published at the end of semester.

In order to pass this unit, students have to obtain a mark of 50% or greater for each assessment item. Higher grades will be awarded on the basis of the total mark being 65-74 for a credit, 75-84 for a distinction and 85-100 for a high distinction.

5d Supplementary assessment

To be eligible to undertake supplementary assessment in a unit, a student must:

- be enrolled in their final semester of study;
- have failed a single unit, with a final mark between 45-49% in the unit;
- have passed all other units undertaken in that semester.

The failed unit must be the final unit required to complete the academic requirements of their course.

5e Text-matching software

Students may be required to submit text-based assignments electronically to be checked for matching text. If so, instructions on how to do this, and information about the process, will be made available in conjunction with the first of any such assessment items.

6: Student Responsibility

6a Workload

The amount of time you spend on study in this Unit will depend on a number of factors including your prior knowledge, learning skill level and learning style. Nevertheless, in planning your time commitments you should note that for a 3cp Unit the total notional workload over the fifteen week semester is assumed to be 150 hours or an average of 10 hours per week. These hours include time spent in classes.

6b Special needs

Students who need assistance in undertaking the unit because of disability or other circumstances should inform their Unit Convenor or the Disabilities Office as soon as possible so the necessary arrangements can be made.

6c Attendance requirements

Nil

6d Required IT skills

Students need to possess the ability to use a word processor for the production of assignments, use online discussion tools, and various on-line searching tools from the Internet and the library to undertake various assignments in the subject.

6e Costs

No additional costs will be incurred by students undertaking this unit apart from the normal costs of being a university student.

6f Additional information

Information about Online Delivery

You will need access to computers and software sufficient to enable you to access the internet. You will be using IT to:

- access the evolving unit learning materials,
- communicate with teaching staff,
- participate in unit discussions with fellow students,
- perform online research into Knowledge Management Systems, and
- prepare and submit unit assessment items.

Feedback

Feedback on progress may be provided to students in several ways:

- Through comments in the online forum and / or on the unit web site).
- In written form and / or on assignments.
- From peers, in interactive sessions.
- By email, phone or video conversation where appropriate.
- In individual consultation in the lecturer's consultation time or by appointment.

7: Student Feedback

All students enrolled in this Unit will have an opportunity to provide anonymous feedback on the Unit at the end of the Semester via the Unit Satisfaction Survey which will be presented to you on OSIS. Your lecturer or tutor may also invite you to provide more detailed feedback through an anonymous questionnaire administered through the University's Centre for the Enhancement of Learning Teaching and Scholarship (CELTS).

8: Authority of this Unit Outline

Any change to the information contained in Section 2 (Academic content), Section 3 (Delivery of Unit and timetable) and Section 5 (Assessment) of this document, will only be made by the Unit Convenor if the written agreement of staff and a majority of students has been obtained; and if written advice of the change is then forwarded to each student enrolled in the Unit at their registered term address. Any individual student who believes him / herself to be disadvantaged by a change is encouraged to discuss the matter with the Unit Convenor.