Unit Outline 2012
Faculty of Information Sciences and Engineering

Document and Workflow Management
6388
This Unit Outline must be read in conjunction with:

a) *UC Student Guide to Policies*, 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 *(scroll to bottom of page)*
http://www.canberra.edu.au/student-services

b) *UC Guide to Student Services*, and is available at *(scroll to bottom of page)*
http://www.canberra.edu.au/student-services

c) Any additional information specified in section 6h.

1: General Information

1a Unit title  Document and Workflow Management

1b Unit number  6388

1c Semester and year offered  First Semester 2012

1d Credit point value  3

1e Unit level  3

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2: Academic Content

2a Unit description and learning outcomes

Document and Workflow Management (D&WFm) examines how organisations create and manage their business processes and documents.

Documents are evaluated both as the products of workflow as well as workflow components when used in collaborative document development.

Documents lifecycles are examined and varying types and document usage is explored.

The Unified Modelling Language (UML) is used to illustrate and evaluate document lifecycle and workflow with access to a commercial workflow and document management system.

Workflow sequences are composed and evaluated manually and electronically using relevant software support.

Issues affecting document and records retention, document forensics, access, sentencing and disposal are explored.

Contextual influences such as political, economic, social and technical tensions are considered when designing and implementing document and workflow systems. Relevant international and Australian standards are discussed when describing technology that supports D&WM.

Learning Outcomes

At the successful completion of this unit students should be able to:

1. Use current methods to undertake and document a workflow design project that meets the needs of an organisation in a professional manner within a quality management framework;

2. Be able to prepare and evaluate workflow against organisational needs;

3. Be able to facilitate discussions between clients and IT professionals;

4. Demonstrate ability to organise and communicate D&WM concepts to their peers and clients;

5. Show awareness of the social, ethical and technical issues associated with D&WM design and development; and

6. Demonstrate an understanding of major social, ethical and technical issues associated with document sentencing, retention, and disposal and archiving.

2b Generic Skills
The generic skills developed in your course and in this unit are described at https://guard.canberra.edu.au/policy/policy.php?pol_id=3030 and referenced in the assessment items using the website heading numbers.

2c **Prerequisites and/or co-requisites**
   Systems Analysis and Modelling.

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### 3: **Delivery of Unit and Timetable**

#### 3a **Delivery mode**
This unit will be delivered on campus as a 1 hour lecture each week and a workshop/tutorial session of 2 hours each week. Lecture and tutorial rooms and times are advertised on the website. Tutorial times are not open until group formation has been completed.

#### 3b **Schedule of lectures and tutorials**
The weekly contact sessions comprise lectures, tutorial/workshops and discussions with visiting professionals (as available).

Broadly, the lecture sequence is planned to address the following topics:

<table>
<thead>
<tr>
<th>Weeks 1 to 3</th>
<th>Document definition and management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weeks 4 to 7</td>
<td>Workflow definitions, design, measurement and management</td>
</tr>
<tr>
<td>Weeks 9 to 13</td>
<td>Document and workflow measurement and management</td>
</tr>
</tbody>
</table>

Each lecture is followed by a tutorial where students have the opportunity to demonstrate their research and to evaluate and discuss their peers’ work.

Students should consult the website regularly for a schedule of detailed activities. The order and emphasis of some activities may change. Assignments are advertised on the website together with due dates and times.

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### 4: **Unit Resources**

#### 4a **Lists of required texts/readings**
The recommended text is:


Some other sources for this unit include:

Various papers and relevant articles will be made available through the unit web site as appropriate.

4b Materials and equipment
Students are required to use computers to access resources in this unit as well as performing assessable work. Computing resources for this unit are available in the laboratories in Building 11. The assessable work is available as a web service and can be accessed from any web-enabled connection. Details are to be advised on the web site.

4c Unit website
http://learnonline.canberra.edu.au/student

The lecturer will use this website to provide up-to-date information. Specific information will be sent to students or groups of students using the web site email facilities. This facility leaves individual messages on Moodle as well as forwarding emails to each student’s designated email address. Other communications are via lecture and tutorial sessions.

Students should check the Moodle unit website, their student email account and attend all lectures and tutorials regularly.

Information sent using these facilities is considered received by students.

5: Assessment

5a Assessment overview

<table>
<thead>
<tr>
<th>Assessment item (including exams held in the exam period)</th>
<th>Due date of assignments</th>
<th>Weighting</th>
<th>Addresses Learning outcomes</th>
<th>Related Generic Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 4 x Tutorial Presentations (Individual) from 5 weekly assignments</td>
<td>As published on the web site</td>
<td>30%</td>
<td>3,4,5</td>
<td>1,3,7</td>
</tr>
<tr>
<td>2a a) Assignment 1 – Intermediate Group Presentation and Intermediate Group Report</td>
<td>Week 7</td>
<td>20%</td>
<td>1,2,3,4,5,6</td>
<td>1,3,7</td>
</tr>
<tr>
<td>3 a) Assignment 3 – Final Group Presentation b) Assignment 4 – Final Group Report</td>
<td>Week 14</td>
<td>20%</td>
<td>1,2,4,5</td>
<td>1,3,7</td>
</tr>
<tr>
<td>4 Examination</td>
<td>Examination Period</td>
<td>30%</td>
<td>2,4,5,6</td>
<td>2,4,7</td>
</tr>
</tbody>
</table>

All assignments are marked out of 100 and then scaled to reflect actual grade marks for the unit.

5b Details of each assessment item

1. 4 x Tutorial Presentations from 5 weekly assignments
This component comprises 4 x 10 minute tutorial presentations (3 slides) from 5 written assignments that allow each student to explore different aspects of the unit. These assignments are individually managed and presented. Students are selected each week by the tutor so that each student has the opportunity to present 4 times. These presentations are based on assignments that are set each week (2, 4) and (9, 11, 13).

*Grading:*
5 assignments @ 4 marks = 20
4 presentations @ 2.5 marks = 10
Total = 30 marks

2. **Intermediate Group Work a) and b)**
This assignment reflects the research and analysis that supports presentation 2. Each group member is expected to contribute to the report.

This component is a scenario-based achievement presentation that each group uses to illustrate analysis and learning to-date. Each group member is expected to contribute to the presentation.

3. **Final Group Work a) and b)**
This assignment reflects the research and analysis that supports the final presentation. Each group member is expected to contribute to the presentation.

This component is a scenario-based achievement presentation that each group uses to illustrate analysis and learning. Each group member is expected to contribute to the presentation.

4. **Examination**
The examination will be held in the exam period at the end of the semester. The examination is designed to explore your understanding of the key concepts covered during the semester. The examination is closed book.

5c **Special assessment requirements**
In order to pass this unit you must pass *both* the following a) and b) components:

**Assessment Components**

a) An aggregate of assessable items 1, 2, 3 and 4; 

*and*

b) The Examination.

You must achieve a mark of 50% or greater for the assessment component a) and 50% of the examination marks b) to pass the unit. To achieve higher grade, students are assessed by using a *weighted* average of both a) and b)

<table>
<thead>
<tr>
<th>P</th>
<th>CR</th>
<th>DI</th>
<th>HD</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;=50% and &lt;65%</td>
<td>&gt;=65% and &lt; 75%</td>
<td>&gt;=75% and &lt; 85%</td>
<td>&gt;=85%</td>
</tr>
</tbody>
</table>

The lecturer/tutor reserves the right to question students orally on any of their submitted work or assessment items.
In all cases, grades in this unit will be awarded solely on the basis of academic merit. The actual performance of the student in this unit will therefore be the only determinant of grade. The normal exigencies of university life, such as administrative deficiencies or oversights, resource malfunctions or workloads in other units will not be a factor in determination of grades in this unit.

All assignments are to be submitted to the appropriate area on the web site by the due date and time.

If for any reason you are unable to complete an individual assignment by the due date you must submit, to the lecturer, a request for an extension in writing before the due date (unless impossible) 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 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.

Section 9 of the UC Assessment Policy (https://guard.canberra.edu.au/policy/policy.php?pol_id=2900) describes grades and their numerical equivalents. Some scaling of marks and academic judgement may be applied to determine students' final grades - in this process no student will be disadvantaged.

5d Supplementary assessment
Students who have failed a single unit in their final semester and have achieved a final average mark between 45~49%, and the unit is required for course completion, are eligible for supplementary assessment.

5e Academic Integrity
Students should uphold University standards on ethical scholarship. Good scholarship involves building on the work of others and use of other’s work must be acknowledged with proper attribution made. Cheating, plagiarism, and falsification of data are dishonest practices which contravene academic values. Please see the policy at https://guard.canberra.edu.au/policy/policy.php?pol_id=3175
5f  **Text Matching Software**

Text-matching software may be used to check for plagiarism against previous and current student assignments as well as attempts to match on the internet. The lecturer has the right to conduct verbal examination where work is considered by the unit convener or moderator to be at risk of plagiarism.

Students are encouraged to use theAIMs module available on Moodle to familiarise themselves with university policy describing citation and referencing requirements.

### 6: Student Responsibility

#### 6a Workload

The amount of time you will need to 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 semester or term is assumed to be 150 hours. These hours include time spent in classes.

The following table is a guide that may help you plan your semester’s effort levels:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hours per week</th>
<th>Semester Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lectures</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>Tutorials/Workshops</td>
<td>2</td>
<td>30</td>
</tr>
<tr>
<td>Tutorial Presentation Preparation</td>
<td>2</td>
<td>30</td>
</tr>
<tr>
<td>Intermediate Presentation</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Final Presentation</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>Final documentation</td>
<td>2</td>
<td>30</td>
</tr>
<tr>
<td>Exam Preparation</td>
<td>2</td>
<td>18</td>
</tr>
<tr>
<td>Exam</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>150</strong></td>
</tr>
</tbody>
</table>

#### 6b Special needs

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

#### 6c Attendance requirements

You are strongly advised to attend all lectures and to fully participate in all tutorials. There is recurring and ongoing group and individual work throughout the unit. The lecture slides and other material are published on the website. Lecture slides should not be considered a substitute for attending the lectures.

Announcements made in lectures or published using the website are deemed to have been heard and read by all students in the unit.

#### 6d Withdrawal
If you are planning to withdraw from this unit, please discuss this with your unit convener. Please see this link for further information on deadlines.

6e Required IT skills
You are expected to be a competent computer user and familiar with word processing, presentation software and workflow and document management software (on line instructions are supplied) in this unit. It expected that you will teach yourself how to use the packages by working through the exercises in the software's tutorials and/or studying examples supplied with the software. All assignments are expected to be submitted electronically in Moodle and in one of Microsoft Office, Open Office or Star Office formats; unless specifically stated otherwise.

6f Costs
There are no unusual costs

6g Work placements, internships, or practicums
This unit uses commercially available software and practices and as assignment components. In addition, when available, industry representatives are invited to present guest lectures. Where relevant and practical, management practices in this unit are related to Australian legislation and standards.

6h Additional Information
Sources of other information will be announced in lectures and the website

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 (USS) which you can access by logging into MyUC via the UC homepage: http://www.canberra.edu.au/home/. Your lecturer or tutor may also invite you to provide more detailed feedback on their teaching through an anonymous questionnaire.

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 Convener 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 Convener.