COIT12205 *Knowledge Management Principles*
Term 1 - 2017

All details in this unit profile for COIT12205 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview
The unit takes a cross-disciplinary approach to knowledge management, with the consideration of people, technology and processes. The unit introduces students to the basic principles of knowledge management, with a specific focus on the usefulness of a knowledge audit to an organisations knowledge management strategy. The unit also provides an overview of knowledge management systems and other knowledge technologies. **STUDENTS WHO ARE CURRENTLY ENROLLED IN OR WHO HAVE PREVIOUSLY COMPLETED COIT13233 KNOWLEDGE MANAGEMENT FOUNDATIONS CANNOT ENROL IN THIS UNIT.**

Details
Career Level: *Undergraduate*
Unit Level: *Level 2*
Credit Points: *6*
Student Contribution Band: *10*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites
Pre-requisite: COIT11226 Note:- Students who are currently enrolled in or who have previously completed COIT13233 Knowledge Management Foundations cannot enrol in this unit.
Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure (Higher Education Coursework)](#).

Offerings For Term 1 - 2017

- Brisbane
- Distance
- Melbourne
- Rockhampton
- Sydney

Attendance Requirements
All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website
[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

Class and Assessment Overview

Recommended Student Time Commitment
Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

Regional Campuses
Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses
Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview
1. **Written Assessment**
Weighting: 20%
2. **Written Assessment**
Weighting: 30%
3. **Examination**
Weighting: 50%

Assessment Grading
This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the University's Grades and Results Policy for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the CQUniversity Policy site.
You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the CQUniversity Policy site.

Previous Student Feedback

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Student feedback

Feedback
Lecture videos

Recommendation
Lecture videos need to be updated.

Action
Latest weekly Echo 360 recorded video lectures were uploaded regularly.

Feedback from Self-reflection

Feedback
Encourage students to start their assignments earlier.

Recommendation
Remind students of deadlines and assist with their time management. Continue to encourage in-class and online forum discussion of weekly tutorial questions and ensure assessments are written in clear and easily understood language.

Action
Students were communicated to and encouraged in different ways to start the assignments early and submit in due time. Majority of the students submitted the assignments in time.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Differentiate between knowledge and information.
2. Identify the issues relating to knowledge management in 21st Century society.
3. Explain the main components of a knowledge audit and knowledge management processes.
4. Plan an approach to developing a knowledge sharing culture.
5. Compare and contrast the functions of different knowledge management technologies.
6. Examine the ethical and professional issues in knowledge management.
7. Propose how knowledge contributes to organisational and personal operational efficiency and strategy.

Australian Computer Society (ACS) recognises the Skills Framework for the Information Age (SFIA). SFIA is in use in over 100 countries and provides a widely used and consistent definition of ICT skills. SFIA is increasingly being used when developing job descriptions and role profiles.
ACS members can use the tool MySFIA to build a skills profile at
https://www.acs.org.au/professionalrecognition/mysfia-b2c.html
This unit contributes to the following workplace skills as defined by SFIA. The SFIA codes are included:

- Research (RSCH)
- Emerging Technology Monitoring (EMRG)
- Stakeholder Relationship Management (RLMT)
- Change Management (CHMG)
- Problem Management (PBMG).

Alignment of Learning Outcomes, Assessment and Graduate Attributes

| — N/A Level | ○ Introductory Level | ○ Intermediate Level | ● Graduate Level | ○ Professional Level | ○ Advanced Level |

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes						
	1	2	3	4	5	6	7
1 - Written Assessment - 20%	●		●		●	●	●
2 - Written Assessment - 30%		●	●	●	●	●	●
3 - Examination - 50%	●			●	●		

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes						
	1	2	3	4	5	6	7
1 - Communication	●	●	●		●	●	●
2 - Problem Solving				●			
3 - Critical Thinking		●			●		●
4 - Information Literacy	●				●		●
5 - Team Work							
6 - Information Technology Competence				●			
7 - Cross Cultural Competence						●	
8 - Ethical practice	●		●	●		●	●
9 - Social Innovation							
10 - Aboriginal and Torres Strait Islander Cultures							

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Written Assessment - 20%	●			●		●				
2 - Written Assessment - 30%	●	●	●	●			●	●		
3 - Examination - 50%	●		●			●		●		

Textbooks and Resources

Textbooks
COIT12205

Prescribed

Knowledge Management: Systems and Processes
Second Edition (2015)
Authors: Irma Becerra-Fernandez and Rajiv Sabherwal
Routledge - Taylor & Francis
New York , New York , USA
ISBN: 978-0-7656-3915-8 (hbk), 978-1-315-71511-7 (ebk)
Binding: Hardcover

Additional Textbook Information
At this point in time, CQUni Library's electronic copy of the prescribed textbook appears to be unlimited users Digital Rights Management (DRM) free PDF download. It means students should be able to access the Library's electronic copy and download a PDF version to their device. However, please be aware, it is a subject to publisher changes to licence restrictions at any time without notice. Also as this title is available at CQUni Library as an e-book, CQUni Library won't be purchasing any print copies for the Library collection.
Note:
Students can download the e-book free from CQUni Library via this link:
http://www.tandfebooks.com.ezproxy.cqu.edu.au/isbn/9781315715117 using their CQUni Used ID and password. As mentioned earlier, if that free download licence is restricted by the publisher, students can buy the e-book via the link https://www.routledge.com/Knowledge-Management-Systems-and-Processes-2nd-Edition/Becerra-Fernandez-Sabherwal/p/book/9780765639158
However, if students still prefer a print copy, they will need to buy the print copy through the CQUni Bookshop as per normal.

View textbooks at the CQUniversity Bookshop

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

Referencing Style

All submissions for this unit must use the referencing style: Harvard (author-date)
For further information, see the Assessment Tasks.

Teaching Contacts

Rahat Hossain Unit Coordinator
m.hossain@cqu.edu.au

Schedule

Week 1 - 06 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Introducing Knowledge Management & The Nature of Knowledge	1 & 2	

Week 2 - 13 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	3	

Week 3 - 20 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Management Solutions: Processes and Systems	4	

Week 4 - 27 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Organisational Impacts of Knowledge Management	5	

Week 5 - 03 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Application Systems: Systems that Utilise Knowledge	6	

Vacation Week - 10 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic

Week 6 - 17 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Capture Systems: Systems that Preserve and Formalise Knowledge	7	**Assessment 1 - Knowledge Management Fundamentals** Due: Week 6 Friday (21 Apr 2017) 11:45 pm AEST

Week 7 - 24 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Sharing Systems: Systems that Organise and Distribute Knowledge	8	

Week 8 - 01 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Discovery Systems: Systems that Create Knowledge	9	

Week 9 - 08 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Factors Influencing Knowledge Management	11	

Week 10 - 15 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Leadership and Assessment of Knowledge Management	12	**Assessment 2 - Case Study** Due: Week 10 Friday (19 May 2017) 11:45 pm AEST

Week 11 - 22 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
The Future of Knowledge Management	13	

Week 12 - 29 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Unit Review	No New Topics	

Review/Exam Week - 05 Jun 2017		
Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 12 Jun 2017		
Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

Unit Coordinator:
Md Rahat Hossain
Building 30/1.12, Rockhampton (ROK) Campus
Email: m.hossain@cqu.edu.au (Best contact)
Telephone: +617 4923 2068
Examination: electronic examination (e-exam) using laptop - bring your own device (BYOD)
The examination format for this unit in this term (Term 1, 2017) will be electronic examination (e-exam) which means you have to use a laptop computer to complete the examination. You have to bring your own laptop for the examination. Prior to using the laptop for the examination, you have to pre-configure and test the laptop to pre-qualify it to use in the examination. Detailed pre-qualification and test procedures will be given in the Moodle unit website. As e-exam is the only option, you have to apply for special consideration with applicable reason to be exempt from taking an e-exam.
This information is given to you in advance so that you can organise a laptop for using in the examination. You will also be given a practice e-exam to ensure that you can use your laptop to complete your examination. Detailed instructions for setting up your practice e-exam USB will be given in the Moodle unit website.
Please note the following points to decide the suitability of a laptop.
A suitable Laptop will need to have one or more standard USB ports (Type A - rectangle plug). This covers the vast majority of recent laptops from Dell, HP etc. and previous generation Apple laptops, e.g. MacBook Air, previous generation MacBook Pros where these have standard USB Type A ports.
Laptops listed below don't work with the current e-exam system:
· Laptops that only have the new 'USB-C' ports (the small rounded plug).
· Latest Apple Laptops (MacBook 12 inch)
· Late 2016 MacBook Pro series due to only having USB-C.
· Lenovo 100s (a small net-book).
· Microsoft surface pro/book.
· Any 'Chrome' books (i.e. those using Google's Chrome OS).

Assessment Tasks

1 Assessment 1 - Knowledge Management Fundamentals

Assessment Type
Written Assessment

Task Description
A key understanding within Knowledge Management (KM) is to be able to define and differentiate between data, information and knowledge. This assignment will help the students to understand the differences among knowledge, data, and information, different types of knowledge, recognise one of the locations of knowledge i.e. community of practice, and one of the foundations of KM solutions i.e. KM Infrastructure.
As part of this assignment you are to answer the following four questions. First two questions are based on the contents of the Chapter 2 (The Nature of Knowledge) and rest of the questions are based on the contents of the Chapter 3 (Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies) of the prescribed textbook.
Question 1
Explain why the same set of data can be considered as useful information by some and useless data by others. Further, could this useful information be termed as "knowledge"? Why?
Question 2
You are considering buying a new Holden Commodore. Gather tacit knowledge and explicit knowledge on buying Holden Commodore cars from various resources: e.g., the Holden Web site (https://www.holden.com.au), your friends etc. List your findings and explain what source of knowledge (tacit or explicit) is important for your choice.
Question 3

State the roles of (a) organizational culture and (b) organizational structure for the development of a good Knowledge Management (KM) infrastructure.

Question 4

Define a "Community of Practice (CoP)". Determine ways in which a local hospital would benefit from CoP. Conduct interviews if necessary.

Note: For more information about CoP, see Chapter 2 and page 46 of Chapter 3 of the textbook.

This assignment will be submitted online through Moodle unit website.

The full specification for this assessment and the marking criteria are available on Moodle unit website.

Assessment Due Date
Week 6 Friday (21 Apr 2017) 11:45 pm AEST

Return Date to Students
Week 8 Friday (5 May 2017)
Within 2 weeks of the due date or within 2 weeks of submission (whichever is the later)

Weighting
20%

Assessment Criteria
Assessment 1 marking criteria is accessible on Moodle unit website which will include details information on how it will be assessed.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
Submit by clicking appropriate assessment submission link on Moodle unit website.

Learning Outcomes Assessed

- Differentiate between knowledge and information.
- Explain the main components of a knowledge audit and knowledge management processes.
- Compare and contrast the functions of different knowledge management technologies.
- Examine the ethical and professional issues in knowledge management.
- Propose how knowledge contributes to organisational and personal operational efficiency and strategy.

Graduate Attributes

- Communication
- Information Literacy
- Information Technology Competence

2 Assessment 2 - Case Study

Assessment Type
Written Assessment

Task Description

Assessment Task 2 - Case Study (3000 words, +/-10%)

Write a report answering the following questions from the "Snapshot Industries" case study which will be made available through Moodle.

Case Study Questions:

1. Why did the expert see the problem as one linked to 'Knowledge Management (KM)'?
2. Identify the types of knowledge which can be found in Snapshot Industries. Consider which elements are strategic knowledge.
3. Why were the resignations and retirements a problem? What could be done about this?
4. Identify the reasons for the consultant's concern over leadership. How has Jim's leadership affected the business? Can you see some ways in which Jim could improve his practices?
5. In your opinion, which areas most need to reflect knowledge management principles? Why?

6. Do you think that KM is a strategy in this case? Why or why not?
7. Could KM solve all the problems of Snapshot? Why or why not?

This assignment will be submitted online through Moodle unit website.

The full specification for this assessment and the marking criteria are available on Moodle unit website.

Assessment Due Date
Week 10 Friday (19 May 2017) 11:45 pm AEST

Return Date to Students
Week 12 Friday (2 June 2017)
Within 2 weeks of the due date or within 2 weeks of submission (whichever is the later)

Weighting
30%

Assessment Criteria
Assessment 2 marking criteria is accessible on Moodle unit website which will include details information on how it will be assessed.

Referencing Style

- Harvard (author-date)

Submission
Online

Learning Outcomes Assessed

- Identify the issues relating to knowledge management in 21st Century society.
- Explain the main components of a knowledge audit and knowledge management processes.
- Plan an approach to developing a knowledge sharing culture.
- Compare and contrast the functions of different knowledge management technologies.
- Examine the ethical and professional issues in knowledge management.
- Propose how knowledge contributes to organisational and personal operational efficiency and strategy.

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Cross Cultural Competence
- Ethical practice

Examination

Outline
Complete an invigilated examination.

Date
During the examination period at a CQUniversity examination centre.

Weighting
50%

Length
180 minutes

Exam Conditions
Closed Book.

Materials
No calculators permitted
Dictionary - non-electronic, concise, direct translation only (dictionary must not contain any notes or comments).

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the **Student Academic Integrity Policy and Procedure**. This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?
A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?
A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?
For academic advice and guidance, the Academic Learning Centre (ALC) can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?

Be Honest
If your assessment task is done by someone else, it would be dishonest of you to claim it as your own

Seek Help
If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)

Produce Original Work
Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem