



COIT12205 *Knowledge Management Principles*

Term 1 - 2018

Profile information current as at 01/05/2024 12:10 pm

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 - 2018

- Brisbane
- Cairns
- Distance
- Melbourne
- Rockhampton
- Sydney
- Townsville

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 Unit evaluation

Feedback

E-exam should be made optional as students may face any technical issues in their exams. This subject is available once a year and exam carries more weight so paper based exam is best option.

Recommendation

We need to discuss and review the mandatory/optional settings for the e-exam in this unit.

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



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, Rajiv Sabherwal

Routledge - Taylor & Francis

New York , New York , United States of America

ISBN: 978-0-7656-3915-8 (Hardback), 978-1-315-71511-7 (eBook)

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 you should be able to access the Library's electronic copy and download a PDF version to your devices. 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 eBook, CQUni Library won't be purchasing any print copies for the Library collection.

Note:

You can download the eBook free from CQUni Library via this link:

<http://www.tandfebooks.com.ezproxy.cqu.edu.au/isbn/9781315715117> using your CQUni User ID and password. As

mentioned earlier, if that free download licence is restricted by the publisher, you can buy the eBook via the link

<https://www.routledge.com/Knowledge-Management-Systems-and-Processes-2nd-Edition/Becerra-Fernandez-Sabherwal/p/book/9780765639158>

However, if you still prefer a print copy, you 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)
- Office software (e.g. Microsoft Office, Open Office, etc)

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 - 05 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
Introducing Knowledge Management	1	

Week 2 - 12 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
The Nature of Knowledge	2	
Week 3 - 19 Mar 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	3	
Week 4 - 26 Mar 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Management Solutions: Processes and Systems	4	
Week 5 - 02 Apr 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Organisational Impacts of Knowledge Management	5	
Vacation Week - 09 Apr 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Week 6 - 16 Apr 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Application Systems: Systems that Utilise Knowledge Knowledge Capture Systems: Systems that Preserve and Formalise Knowledge	6, 7	Assessment 1 - Knowledge Management Fundamentals Due: Week 6 Thursday (19 Apr 2018) 1:00 pm AEST
Week 7 - 23 Apr 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Sharing Systems: Systems that Organise and Distribute Knowledge	8	
Week 8 - 30 Apr 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Discovery Systems: Systems that Create Knowledge	9	
Week 9 - 07 May 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Factors Influencing Knowledge Management	11	
Week 10 - 14 May 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Leadership and Assessment of Knowledge Management	12	Assessment 2 - Case Study Due: Week 10 Thursday (17 May 2018) 1:00 pm AEST
Week 11 - 21 May 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Emergent Knowledge Management Practices The Future of Knowledge Management	10, 13	
Week 12 - 28 May 2018		
Module/Topic	Chapter	Events and Submissions/Topic

Unit Review

No New Topics

Review/Exam Week - 04 Jun 2018

Module/Topic	Chapter	Events and Submissions/Topic
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Exam Week - 11 Jun 2018

Module/Topic	Chapter	Events and Submissions/Topic
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Term Specific Information

Unit Coordinator: Md Rahat Hossain
Building 30/1.12, Rockhampton Campus
Email: m.hossain@cqu.edu.au (Best contact)
Telephone: +617 4923 2068

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 you to understand the differences among data, information, and knowledge; KM technologies; different types of knowledge and KM capture process; direct organisational impacts of KM. As part of this assignment you are to answer the following four questions. The questions are based on the contents of **Chapter 2** (The Nature of Knowledge), **Chapter 3** (Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies), **Chapter 4** (Knowledge Management Solutions: Processes and Systems), and **Chapter 5** (Organisational Impacts of Knowledge Management) respectively of the prescribed textbook.

Question 1

Consider five decisions you have made today. (Those decisions could be simple such as, taking a turn while driving or even choosing books at a library.) In each case determine the data, information, or knowledge that were involved in the decision. Now consider how those decisions would have been influenced by the lack of pre-existing data, information, or knowledge.

Question 2

Consider a high school with which you are familiar. How can Knowledge Management (KM) at this high school benefit from information technologies (KM technologies)? What kinds of KM technologies does it currently use, and how could they be improved?

Note: KM technologies are information technologies that can be used to facilitate knowledge management.

Question 3

Tacit knowledge could be transferred from one person to another in two distinct ways. One possibility is to transfer it directly through socialisation. The other possibility is to convert it into explicit form (through externalisation), then transfer it in explicit form to the recipient (through exchange), who then converts it into tacit form (through internalisation). What are the pros and cons of each approach? If the purpose is to transfer knowledge from one person to one other person, which approach would you recommend? If the purpose is to transfer knowledge from one person to 100 other individuals in different parts of the world, which approach would you recommend? Why?

Question 4

Critique the following analysis: Our investment on knowledge management seems to be unsuccessful. The return on investment (ROI) decreased from 10 percent to 5 percent at the year of system implementation. Since direct measure of organizational performance decreased, we need to uninstall the knowledge management system right away.

Hints: Is the analysis correct or incorrect? In your critique, you may explain the problem, identify the strengths and weaknesses and consider any possible corrective measures.

This assignment will be submitted online through the Moodle unit website.

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

Assessment Due Date

Week 6 Thursday (19 Apr 2018) 1:00 pm AEST

Return Date to Students

Week 8 Thursday (3 May 2018)

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 the Moodle unit website which will include detailed 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 (2000 words, +/-10%)

As part of this assignment you are to answer the following questions from the case study '*It's not what you know ... it's who you know*'. The case study will be made available through the Moodle website. Please find the case study on the 8th page of the pdf available in the Moodle website.

Case Study Questions:

1. The initial interview and orientation presented a very strong message about the knowledge environment operating at Manic Marketers. What features were portrayed? How did these differ from reality?
2. A mentor has certain functions in an organisation. Identify the types of support offered by this mentor. What else could the mentor have done to help Damon gain organisational knowledge?
3. In this context, the recording of client data is a major benefit to the organisation. Identify the types of information that should be included and discuss how they might have been recorded as codified knowledge. **Review KM Viewpoint 2.1** (on the 4th page of the pdf available in the Moodle website) and identify the other forms of knowledge which would have been of value to Damon in this initial stage.
4. **Using KM Viewpoint 2.2** (on the 6th page of the pdf available in the Moodle website), evaluate the social capital factors which were evident in the knowledge environment. What, in your opinion were the key weaknesses?
5. Manic Marketers needed to develop some very different approaches to how they share their knowledge. Identify some strategies which might be considered. How would you implement these strategies? What impediments to sharing can you identify?

This assignment will be submitted online through the Moodle unit website.

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

Assessment Due Date

Week 10 Thursday (17 May 2018) 1:00 pm AEST

Return Date to Students

Week 12 Thursday (31 May 2018)

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 the Moodle unit website which will include detailed 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

- 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

Dictionary - non-electronic, concise, direct translation only (dictionary must not contain any notes or comments).

No calculators permitted

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