



COIT12205 *Knowledge Management Principles*

Term 1 - 2019

Profile information current as at 14/12/2025 03:36 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

Knowledge management focuses on creating, sharing and applying knowledge. This unit provides an introduction to knowledge management, incorporating technical and social aspects of knowledge management, as well as practical examples, traditional approaches and emerging topics. You will learn the fundamental principles of knowledge management and a wide range of strategies, techniques and technologies to improve the effectiveness and competitiveness of organisations. Topics include capturing, mapping, and structuring knowledge; creating and sustaining a knowledge-sharing culture; supporting and enhancing collaboration; leveraging advances in knowledge management systems; management and measurement of intellectual capital; designing effective knowledge management systems; and enhancing organisational communication and social innovation. You will also learn report writing skills and idea formulation.

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 - 2019

- Brisbane
- Cairns
- Melbourne
- Online
- 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 Student evaluation (have your say)

Feedback

Students commended the current layout of the Moodle unit website and the resources provided e.g. recorded video lectures, weekly Zoom sessions and support.

Recommendation

Continue to run the unit with current style and format.

Unit Learning Outcomes

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

1. Distinguish between data, information and knowledge
2. Illustrate the main components of knowledge management solutions
3. Demonstrate the functions of different knowledge management infrastructure, mechanisms and technologies
4. Analyse the ethical, professional and social innovation issues affecting knowledge management in 21st century society
5. Explain the impacts of knowledge management on organisational effectiveness and competitiveness.

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)
- 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
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
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

Students can purchase the eBook via this link:

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

However, if you prefer a paper text, copies will still be available at the CQUni Bookshop [here](#). (search on the Unit code)

[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 - 11 Mar 2019

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

Week 2 - 18 Mar 2019

Module/Topic	Chapter	Events and Submissions/Topic
The Nature of Knowledge	2	

Week 3 - 25 Mar 2019

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

Week 4 - 01 Apr 2019

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

Week 5 - 08 Apr 2019

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

Vacation Week - 15 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

Week 6 - 22 Apr 2019

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 (25 Apr 2019) 11:55 pm AEST

Week 7 - 29 Apr 2019

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

Week 8 - 06 May 2019

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

Week 9 - 13 May 2019

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

Week 10 - 20 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Leadership and Assessment of Knowledge Management	12	Assessment 2 - Written Assessment Due: Week 10 Thursday (23 May 2019) 11:55 pm AEST

Week 11 - 27 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Emergent Knowledge Management Practices The Future of Knowledge Management	10, 13	

Week 12 - 03 Jun 2019

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

Review/Exam Week - 10 Jun 2019

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

Exam Week - 17 Jun 2019

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

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 assessment will help you to understand the differences among data, information, and knowledge; KM technologies; different types of knowledge and KM capture process; and direct organisational impacts of KM.

As part of this assessment, 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

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 2

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

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

Question 3

Suggest reasons why a knowledge sharing system could be established between rival organisations (e.g., Mastercard and Visa, Toyota and Honda) for their mutual benefit.

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 organisational 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 (25 Apr 2019) 11:55 pm AEST

Return Date to Students

Week 8 Thursday (9 May 2019)

Within 2 weeks of the due date or within 2 weeks of submission (whichever is the later)

Weighting

20%

Assessment Criteria

The assessment criteria includes aspects such as the quality of your answers to the questions, document format,

document content, and referencing mechanics. A detailed marking template will be available along with the assignment details on the unit website.

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online

Submission Instructions

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

Learning Outcomes Assessed

- Distinguish between data, information and knowledge
- Demonstrate the functions of different knowledge management infrastructure, mechanisms and technologies
- Analyse the ethical, professional and social innovation issues affecting knowledge management in 21st century society

Graduate Attributes

- Communication
- Critical Thinking
- Information Literacy
- Information Technology Competence

2 Assessment 2 - Written Assessment

Assessment Type

Written Assessment

Task Description

Assessment task 2 comprises two parts, part A (10%) and part B (20%).

Assessment 2 - Part A - Discussion and Contribution

On-campus students: You must attend the lectures and tutorials and participate by contributing in the in-class discussion. Marks will be based on your attendance and participation. The topics to be discussed each week are outlined in the weekly tutorial questions file available in the Moodle unit site.

Distance students: You must participate and contribute to the discussion on the 'Assignment 2 - Part A Discussion Forum' located in the 'Unit Discussion Forums' accessible via the Moodle unit website. The topics to be discussed each week are outlined in the discussion forum as individual threads submitted by the unit coordinator.

Assessment 2 - Part B - Case Study (1500 words, +/-10%)

As part of this assessment, you are to answer the following questions from the case study '*KM the Bouygues Telecom Way*' in a report format. The case study will be made available through the Moodle website.

Case Study Questions:

1. Analyse the situation and identify what problem Bouygues Telecom faced.
2. What strategy was adopted by Bouygues Telecom to cope with the situation?
3. How Bouygues Telecom incorporated IT tools to implement the Knowledge Management system?
4. Which initial step Bouygues Telecom took to share tacit knowledge?
5. How did Bouygues Telecom convert its technical tacit knowledge into explicit knowledge?

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 (23 May 2019) 11:55 pm AEST

Return Date to Students

Week 12 Thursday (6 June 2019)

Within 2 weeks of the due date or within 2 weeks of submission (whichever is the later)

Weighting

30%

Assessment Criteria

The assessment criteria includes aspects such as the quality of your answers to the Case Study questions, report formatting, and referencing mechanics. A detailed marking template will be available along with the assignment details on the unit website.

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online

Submission Instructions

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

Learning Outcomes Assessed

- Illustrate the main components of knowledge management solutions
- Demonstrate the functions of different knowledge management infrastructure, mechanisms and technologies
- Analyse the ethical, professional and social innovation issues affecting knowledge management in 21st century society
- Explain the impacts of knowledge management on organisational effectiveness and competitiveness.

Graduate Attributes

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

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