COIT20251 *Knowledge Audits for Business Analysis*

Term 1 - 2017

Profile information current as at 18/04/2024 02:59 am

All details in this unit profile for COIT20251 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

In this unit, you will explore elicitation tools and techniques to identify, develop, model and report the requirements specification required to implement an enterprise system. You will see how knowledge audits lead to the identification of knowledge gatekeepers who are internal and external to an organisation. This unit is a key element in the development of business analysis skills in students. Note: If you have completed COIT20238 or COIS20077 then you cannot take this unit.

Details

Career Level: *Postgraduate*
Unit Level: *Level 9*
Credit Points: *6*
Student Contribution Band: *8*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites

Prerequisites: COIT20250 e-Business Systems and COIT20249 Professional Skills in ICT
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 Postgraduate 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: 30%
2. **Portfolio**
Weighting: 30%
3. **Practical and Written Assessment**
Weighting: 40%

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.

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 Have Your Say student evaluation survey; emails; student phone call; flex student feedback.

Feedback

This course has eight assignment items for each student to deal with. The students requested to have the number of assignment items to reduced as there see too many items to hand in and suggest to reduce the submission frequency.

Recommendation

Both e-Journal and e-Portfolio as two assessment tasks have three sub-tasks each. It is considered to have all e-Journal items to be submitted before all e-Portfolio items to be submitted on two submission dates. All the existing sub-task items will remain and need to be completed before the respective due dates. The case study report and the SPA is about assessment task 3, which would have a same submission date.

Action

The high frequency of having smaller assessment items submitted in different weeks in a term have been changed to three different submissions.

Feedback from Student feedback to the course coordinator, flex students.

Feedback

Staff and students found it confusing when there were some broken links and unclear instructions across different related materials. There were course materials showing a different course code in the contents causing doubts in learning.

Recommendation

While many things were fixed in the previous offering, his course will go through continuous tidying up, till all different subtle glitches are removed to improve learning and teaching.

Action

The unit Moodle website has greatly improved with no more broken links or unclear instructions. The materials no longer show a different unit code in the contents.

Unit Learning Outcomes

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

1. Devise an appropriate and comprehensive knowledge audit plan to support business analysis requirements
2. Apply the techniques of knowledge capture, knowledge codification and knowledge sharing (using appropriate technologies)
3. Use appropriate modelling tools to interpret and analyse the business context for enterprise systems
4. Critically review approaches to the implementation of enterprise systems within an organisation and any issues that may arise
5. Appraise the ethical and professional issues relevant to a business analyst
6. Effectively write and communicate enterprise systems specifications.

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.
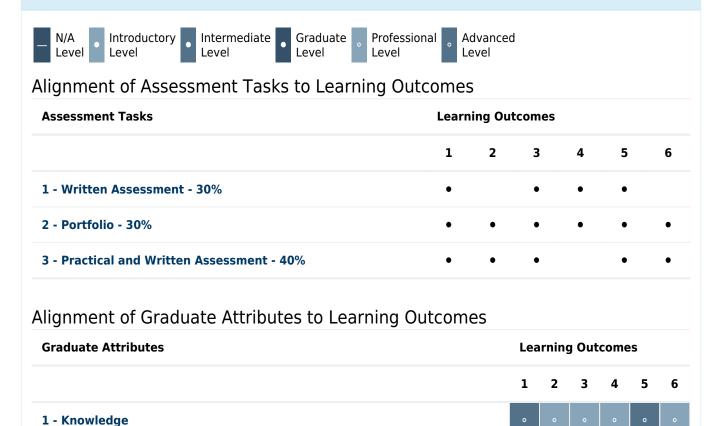ACS members can use the tool MySFIA to build a skills profile at
https://www.acs.org.au/professionalrecognition/mysfia-b2c.html
This unit contributes to the following workplace skills as defined by SFIA. The SFIA codes is included:

- Information Management (IRMG)
- Research (RSCH)
- Business Process Improvement (BPRE)
- Business Analysis (BUAN)
- Requirements Definition and Management (REQM)
- Business Modelling (BSMO)
- Change Implementation and Management (CIPM)
- Stakeholder Relationship Management (RLMT)
- 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**
1 - Written Assessment - 30%	●		●	●	●	
2 - Portfolio - 30%	●	●	●	●	●	●
3 - Practical and Written Assessment - 40%	●	●	●		●	●

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	**2**	**3**	**4**	**5**	**6**
1 - Knowledge	○	○	○	○	○	○

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
2 - Communication	○	○	○	○		○
3 - Cognitive, technical and creative skills	○	○	○	○	○	○
4 - Research	○	○	○		○	○
5 - Self-management	○	○		○	○	○
6 - Ethical and Professional Responsibility	○			○	○	○
7 - Leadership					○	○
8 - 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
1 - Written Assessment - 30%	○	○	○	○		○		
2 - Portfolio - 30%	○	○	○		○	○		
3 - Practical and Written Assessment - 40%	○	○	○	○	○	○	○	

Textbooks and Resources

Textbooks
COIT20251

Prescribed

Business Analysis
Edition: 3rd (2014)
Authors: Paul, D., Cadle, J., and Yeates, D.
BCS, The Chartered Institute for IT
London , UK
ISBN: 9781780172774
Binding: Paperback
COIT20251

Supplementary

Business Analysis Techniques: 99 essential tools for success
Edition: 2nd (2014)
Authors: Cadle, J., Paul, D., and Turner, P.
BCS, The Chartered Institute for IT
London , UK
ISBN: 9781780172736
Binding: Paperback

Additional Textbook Information
The text books can also be purchased as a downloadable e-books from the Kindle Store

View textbooks at the CQUniversity Bookshop

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Software: IHMC Cmap Tools http://cmap.ihmc.us
- Software: Microsoft Visio

Referencing Style

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

Teaching Contacts

Lisa Soon Unit Coordinator
l.soon@cqu.edu.au

Schedule

Week 1 - 06 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
The Role of the Business Analyst	Chapters 1 & 2 Business Analysis Paul et al (2014, 3rd ed):	

Week 2 - 13 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic

Module/Topic	Chapter	Events and Submissions/Topic
Strategic Management	Chapter 3 Business Analysis Paul et al (2014, 3rd ed):	

Week 3 - 20 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Creative Leadership and Knowledge	Chapters 4 and 5 The Enterprise Business Analyst: Developing creative solutions to complex business problems Hass, K. (2011)	Assessment Task 1: Part A Due Friday 11:45 PM AEST

Week 4 - 27 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Business Analysis Techniques	Chapters 4 & 5 Business Analysis Paul et al (2014, 3rd ed):	

Week 5 - 03 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Stakeholder Analysis and Management	Chapter 6 Business Analysis Paul et al (2014, 3rd ed):	Assessment Task 1: Part B Due Friday 11:45 PM AEST

Vacation Week - 10 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic

Week 6 - 17 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
What's the Real Problem?	Chapters 8, 9 & 10 Business Analysis: Best Practices for Success Blais, Steven (2012)	

Week 7 - 24 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Approaches to Business Analysis	Chapters 7 & 8 Business Analysis Paul et al (2014, 3rd ed):	

Week 8 - 01 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Talk! Talk! Talk!	Chapters 5 & 15 Business Analysis: Best Practices for Success Blais, Steven (2012).	**Portfolio** Due: Week 8 Friday (5 May 2017) 11:45 pm AEST

Week 9 - 08 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Requirements Elicitation	Chapter 10 Business Analysis Paul et al (2014, 3rd ed):	

Week 10 - 15 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Documenting and Modelling Requirements to support Strategy	Chapters 11 & 12 Business Analysis Paul et al (2014, 3rd ed):	

Week 11 - 22 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
Delivering the Requirements and Business Solution	Chapters 13 & 14 Business Analysis Paul et al (2014, 3rd ed):	

Week 12 - 29 May 2017

Module/Topic	Chapter	Events and Submissions/Topic

| Implementing Knowledge Management and Change | Chapter 10, Jashapara (2011). | **Group Case Study Report** Due: Week 12 Wednesday (31 May 2017) 11:45 pm AEST |

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: Dr Lisa Soon
Office Location:
Level 1, 538 Flinders Street West
Townsville QLD 4810
Note: For all inquiries, please send me an email. Phone me whenever needed. Please leave a message or email me, if unavailable.
Phone: +61 07 4726 5317 **Ext** 55317
Email: l.soon@cqu.edu.au

Assessment Tasks

1 Assessment Item 1

Assessment Type
Written Assessment

Task Description

Task Description
In this assessment you will demonstrate an understanding of the core competences and skills required for a Business Analyst. You will also expose your knowledge in use of tools and techniques for requirements elicitation and reporting. The required topics are covered during Weeks 1- 4. The submission of this assessment item consists of two parts, Part A in Week 3, and Part B in Week 5. For each part you have to prepare an e-journal using the software tool Mahara, and create a standalone website exporting your journal entries into a .zip file that contains a .html file with your text. Further details are available on the unit website in the Assignment 1 Specification document.

Assessment Due Date

Friday 11.45 pm in Week 3, and Week 5

Return Date to Students

Two weeks after submission (Week 5, Week 7)

Weighting
30%

Minimum mark or grade
25% of the overall mark for this assessment

Assessment Criteria
Each Journal entry should contain:

1. A synopsis: provide a summary of your journal entry
2. Reflection: display your understanding of each of the topics given in the Assessment specification
3. Critique: provide critical analysis of the practical application of the knowledge and understanding

Referencing Style

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

Submission
Online

Submission Instructions
Submit one zip file exported from Mahara using the submission link provided on the unit website.

Learning Outcomes Assessed

- Devise an appropriate and comprehensive knowledge audit plan to support business analysis requirements
- Use appropriate modelling tools to interpret and analyse the business context for enterprise systems
- Critically review approaches to the implementation of enterprise systems within an organisation and any issues that may arise
- Appraise the ethical and professional issues relevant to a business analyst

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Ethical and Professional Responsibility

2 Portfolio

Assessment Type
Portfolio

Task Description
In this assessment item you will demonstrate your understanding and skills developed by learning the topics from Weeks 4 - 7, and more specifically techniques of knowledge capture, knowledge codification, and use of appropriate modelling tools. You will be preparing a portfolio putting together your work meeting the requirements specified in the Assessment specification. You will be using the software tool Mahara to create your portfolio which allows progressive creation of the document. Submit your assessment in Week 8 as one .zip file exported using Mahara.

Assessment Due Date
Week 8 Friday (5 May 2017) 11:45 pm AEST

Return Date to Students
Week 10 Friday (19 May 2017)

Weighting
30%

Minimum mark or grade
25% of the overall mark for this assessment

Assessment Criteria
Your submission should contain:

1. Description of business from the perspective a Business Analyst (BA) based on the given scenario.
2. Analysis and documentation of the business context
3. Documentation of the main business processes and justification of the modeling tools used.
4. conclusion of your findings

Referencing Style

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

Submission
Online

Submission Instructions
Submit one zip file exported from Mahara using the submission link provided on the unit website.

Learning Outcomes Assessed

- Devise an appropriate and comprehensive knowledge audit plan to support business analysis requirements
- Apply the techniques of knowledge capture, knowledge codification and knowledge sharing (using appropriate

technologies)
- Use appropriate modelling tools to interpret and analyse the business context for enterprise systems
- Critically review approaches to the implementation of enterprise systems within an organisation and any issues that may arise
- Appraise the ethical and professional issues relevant to a business analyst
- Effectively write and communicate enterprise systems specifications.

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Self-management
- Ethical and Professional Responsibility

3 Group Case Study Report

Assessment Type
Practical and Written Assessment

Task Description
You are required (**as a group with up to four members**) to write a report based on a given case study. In this report, you need to evaluate current business systems and processes and propose improvements for the given case study. You are required to demonstrate your analytical and modelling skills to communicate your findings from the case study. You are also required to conduct a self and peer assessment of the completed report and submit your assessment outcome. Further details and case study are available on Moodle course website in the Assignment Specification document.

Assessment Due Date
Week 12 Wednesday (31 May 2017) 11:45 pm AEST

Return Date to Students

Assignment will be returned on certification day 3rd March 2017

Weighting
40%

Assessment Criteria
Submit a report that contain:

1. A title page, headers and footers
2. Executive summary
3. introduction
4. Statement of current business processes and problems
5. Requirements of a new System
6. Assessment of the feasibility of the new Business case
7. Conclusion of your findings.

Submission of Self and Peer Assessment outcome.
Use headings and sub-headings as appropriate. Your report must include in-text citations and a correctly cited list of references ordered alphabetically by surname of first author, in accordance with the Harvard style of referencing as referred to in the Guide for Students. Refer to the course website for the link to the guide.

Referencing Style

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

Submission
Online Group

Learning Outcomes Assessed

- Devise an appropriate and comprehensive knowledge audit plan to support business analysis requirements
- Apply the techniques of knowledge capture, knowledge codification and knowledge sharing (using appropriate technologies)
- Use appropriate modelling tools to interpret and analyse the business context for enterprise systems
- Appraise the ethical and professional issues relevant to a business analyst
- Effectively write and communicate enterprise systems specifications.

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Self-management
- Ethical and Professional Responsibility
- Leadership

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