



# COIT20251 *Knowledge Audits for Business* **Analysis** Term 3 - 2017

Profile information current as at 20/04/2024 09:36 pm

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 3 - 2017

- Brisbane
- Distance
- Melbourne
- 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](#).

## 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 Students emails, phone calls and evaluation feedback. Staff feedback.

#### Feedback

Students could not understand why Mahara helps them and how they would benefit from its use. They saw it causing them more work to prepare when Mahara tends to have technical issues, as compared to their other units not using Mahara. They wish to submit each assignment in Word file format for marking in future.

#### Recommendation

Suggest to drop the use of Mahara in the two e-journal and e-portfolio assignments in this unit.

## 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



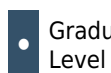
N/A  
Level



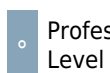
Introductory  
Level



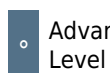
Intermediate  
Level



Graduate  
Level



Professional  
Level



Advanced  
Level

### Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6



## 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/rented/downloaded from the Amazon/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: ADONIS Community Edition <http://www.adonis-community.com/>
- 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

**Simon Crawford** Unit Coordinator

[s.crawford1@cqu.edu.au](mailto:s.crawford1@cqu.edu.au)

## Schedule

### Week 1 - The Role of the Business Analyst - 06 Nov 2017

Module/Topic

Chapter

Events and Submissions/Topic

The Role of the Business Analyst

1. Paul D., Yeates, D., Cadle, J., 2014 Business Analysis, British informatics Society Ltd, Chapters 1 & 2  
 2. Council of Writing Program Administrators, (2003) Defining and avoiding plagiarism: The WPA statement on best practices, viewed on 16th December 2014, <http://wpacouncil.org/positions/WPAplagiarism.pdf>  
 3. Hathaway, T 2014, What is business analysis?, viewed on 14 January 2015, <http://businessanalysisexperts.com/what-is-business-analysis/>  
 4. International Institute of Business Analysis, (2009) Guide to the Business Analysis Body of Knowledge BABOK, Version 2, viewed on 16th December 2014, <http://www.iiba.org/babok-guide.aspx>  
 5. Paul, D, Cadle, J, & Yeates, D 2014, Business Analysis, 3rd edn, BCS Learning & Development Ltd, Swindon.  
 6. Quinn, MJ 2012, Ethics for the information age, Pearson, Boston.  
 7. Sonteya, T & Seymour L 2012, 'Towards an understanding of the business process analyst: An analysis of competencies', Journal of Information Technology Education: Research, vol. 11, no. 1, pp. 43-63.  
 8. Prahalad, C.K.(2008) The role of core competencies in the corporation in The strategy of managing innovation and technology, Milson, M.R and Wilemon, D., Pentice Hall, Upper Saddle River, 2008.

**Week 2 - Strategic Management - 13 Nov 2017**

Module/Topic	Chapter	Events and Submissions/Topic
Strategic Management	1. Chapter 2 ,Hass, K. 2011, The Enterprise Analyst: Developing creative solutions to complex business problems, Management Concepts, Inc. 2. Chapter 3, Paul D., Yeates, D., Cadle, J., 2014 Business Analysis, Edition 3, British informatics Society Ltd. 3. Chapter 6, Mutch, A. 2008, Managing Information and Knowledge in Organisations London: Routledge,	

**Week 3 - Creative Leadership and Knowledge - 20 Nov 2017**

Module/Topic	Chapter	Events and Submissions/Topic
Creative Leadership and Knowledge	1. Chapters 4 and Chapter 5, Hass, K. 2011, The Enterprise Analyst: Developing creative solutions to complex business problems, Management Concepts, Inc	E- Journal "Strategic Management" Due: Sunday 26th November 2017

**Week 4 - Business Analysis Techniques - 27 Nov 2017**

Module/Topic	Chapter	Events and Submissions/Topic
Business Analysis Techniques	Chapters 4 and Chapter 5 Paul, D., Yeates, D., Cadle, J., 2014, Business Analysis, Edition 3, British Informatics Society (BISL), Swindon	

**Vacation Week - 04 Dec 2017**

Module/Topic	Chapter	Events and Submissions/Topic
		E - Portfolio "Creative Leadership and Knowledge" Due: Sunday 10th December 2017

**Week 5 - Stakeholder Analysis and Management - 11 Dec 2017**

Module/Topic	Chapter	Events and Submissions/Topic
Stakeholder Analysis and Management	Chapter 6, Paul, D., Yeates, D., Cadle, J., 2014, Business Analysis, Edition 3, British Informatics Society (BISL), Swindon	E- Journal "Business Analysis Techniques" Due: Sunday 17th December 2017

**Week 6 - What's the Real Problem? - 18 Dec 2017**

Module/Topic	Chapter	Events and Submissions/Topic

What's the Real Problem? Chapter 8 , Chapter 9 and Chapter 10,  
Blais, Steven (2012) Business Analysis:  
Best Practices for Success

#### Week 7 - Approaches to Business Analysis - 01 Jan 2018

Module/Topic	Chapter	Events and Submissions/Topic
Approaches to Business Analysis	Chapters 7 and Chapter 8 Paul, D., Yeates, D., Cadle, J., 2014, Business Analysis, Edtion 3, British Informatics Society (BISL), Swindon	

#### Week 8 - Knowledge Management Audit - 08 Jan 2018

Module/Topic	Chapter	Events and Submissions/Topic
Knowledge Management Audit	<i>Knowledge Audit</i> Taheri, Noraini, Abdulla, & Abdullah 2014 The concept of capital in Integrated Reporting -July 2013 Ernst and Young Chapter 9 Paul, D., Yeates, D., Cadle, J., 2014, Business Analysis, Edtion 3, British Informatics Society (BISL), Swindon	E - Portfolio "Soft Systems Methodology" Due: Sunday 14th January 2018

#### Week 9 - Requirments Elicitation - 15 Jan 2018

Module/Topic	Chapter	Events and Submissions/Topic
Requirments Elicitation	Chapter 11 and Chapter 12 Paul, D., Yeates, D., Cadle, J., 2014, Business Analysis, Edtion 3, British Informatics Society (BISL), Swindon	E- Journal "Relationship between organisational strategy and knowledge audit plan" Due: Sunday 21st January 2018

#### Week 10 - Innovative Products and Portfolios - 22 Jan 2018

Module/Topic	Chapter	Events and Submissions/Topic
Innovative Products and Portfolios	Chapter 13 and Chapter 14 Paul, D., Yeates, D., Cadle, J., 2014, Business Analysis, Edtion 3, British Informatics Society (BISL), Swindon	E- Portfolio "Design Thinking" Due: Sunday 28th January 2018

#### Week 11 - Making the Business Case & Implementing Change - 29 Jan 2018

Module/Topic	Chapter	Events and Submissions/Topic
Making the Business Case & Implementing Change	Chapter 13 and Chapter 14 Paul, D., Yeates, D., Cadle, J., 2014, Business Analysis, Edtion 3, British Informatics Society (BISL), Swindon Chapters 9 and Chapter 10, Hass, K. 2011, The Enterprise Analyst: Developing creative solutions to complex business problems, Management Concepts, Inc	

#### Week 12 - Implementing Knowledge Management and Change - 05 Feb 2018

Module/Topic	Chapter	Events and Submissions/Topic
Implementing Knowledge Management and Change	Chapter 10, Jashapara (2011)	Case Study Due Description Friday (09-Feb-2017) 07:00 PM AEST

#### Exam Week - 12 Feb 2018

Module/Topic	Chapter	Events and Submissions/Topic

#### Review/Exam Week - 12 Feb 2018

Module/Topic	Chapter	Events and Submissions/Topic

## Term Specific Information

Simon Crawford  
Unit Co-ordinator  
Level 6  
Sydney Campus  
Tel:0425 285626

## Assessment Tasks

### 1 e - Journal

#### Assessment Type

Written Assessment

#### Task Description

##### Task Description

In this course you will be using a Journal within Mahara to write your journal entries. For this assignment you will write a journal entry related to topics from Weeks 2, 4 and 8. You will need to export your entry into Moodle as a html page for marking by the end of the following week (Sunday; week 3, last day of the first vacation break , and Week 9, respectively). Information on how to create a journal within Mahara will be provided on the Moodle site.

You will read the chapter and/or readings as listed in the weekly schedule, and complete a journal entry in your Mahara journal in the following format:

Journal Titles: (use the wording that is inside the quotation marks)

- Week 2 : "Strategic Management"
- Week 4: "Business Analysis Techniques"
- Week 8: "Relationship between organisational strategy and knowledge audit plan"

#### Journal format and word limit

Word limit: 350-450 words per journal entry.

Each journal entry should be comprised of the following three sections:

- **Rich Picture**- or concept map using CMAP or MS Visio Software, framing the ideas and concepts you are critiquing in the topic.
- **Synopsis** - this is a summary of the content of the chapter and should be written with an objective viewpoint;
- **Critique** - how well you think the author or authors addressed the chapter topic and should be written with an objective viewpoint;
- **Your reflection** - how you think the chapter has assisted you in understanding the weekly course topic. This section can be subjective as you are discussing your own learning.

*You must submit your assignment as per assessment instruction including correct file type (i.e. Word file) which includes the entirety of your single Mahara contents web-page copied into the required Word file for submission.*

#### Assessment Due Date

There are 3 submission dates for this submission on Sunday night / Monday morning at 12am commencing Week 4 , 6 and 10

#### Return Date to Students

Returned to student 2 week after submission

#### Weighting

30%

#### Assessment Criteria

Each Journal entry needs to contain a synopsis, critique and reflection and will be assessed against the following rubric:

- Exceptional (10 marks) : The response shows insight and demonstrates an ability to compare and contrast ideas



being presented. Shows an understanding of the topic and reflects upon the learning value.

- Good (7.5 marks): There is some evidence of applying knowledge and understanding to the chosen topic. The response lacks clarity,
- Acceptable (5 marks): The response lacks in-depth insight but does demonstrate an overall understanding of the topic
- Satisfactory (2.5 marks): The synopsis provided is generally accurate but no insight or reflection is offered.
- No response: (0 marks): The required weekly journal was not created and submitted.

### Referencing Style

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

### Submission

Online

### Submission Instructions

Submission via Mahara then Moodle assignment submission of Secret URL and supporting text copy in MS Word document format.

### 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 e - Portfolio

### Assessment Type

Portfolio

### Task Description

*You will need to export your entry into Moodle as a html page for marking by the end of the following week (week 5, week 8, and Week 10, respectively). Information on how to create a portfolio within Mahara will be provided on the Moodle site.*

Topics:

- Week 3 topic: Creative Leadership and Knowledge
- Week 7 topic: Soft Systems Methodology
- Week 10 topic: Design Thinking

You are to conduct a search of the Internet on the topics as listed above. You should review the items you find and select a minimum of **5 items per topic** and link them to your portfolio. You are not to upload files from the Internet, as you do not own copyright, and if you do, this will be plagiarism. You are to use links to your items only. You may include items from YouTube, clips from lectures and/or tutorials, and your own work that you produce in the tutorials. Your portfolio should capture rich ideas, resources and innovative practice around business analysis within the frame of the three topics listed above.

You are to write a brief discussion for each week as to why you chose the items you did, and why you thought the items chosen are appropriate to the weekly topic..

Harvard referencing format and citations are to be used to substantiate your discussion.

### Portfolio format and word limit

Word limit: 500-650 words per portfolio.

Each portfolio should be comprised of the following three sections for each item:

- **Title**- provide an informative title identifying the item;
- **Rich Picture**- A diagram using Cmap software of the main ideas and themes of your research helping to link the

- different media content together. You may choose to embed your links in this picture as well as hyperlink
- **Link** - provide 5 working links that can be followed to the original source location. Each hyperlinked or (embedded if audio or video) to the start of the relevant discussion. Do not upload files from the Internet to your portfolio;
  - **Discussion** - describe how the item links to the topic, and how the item increases your understanding of the topic. Include the citation to your item following Harvard formatting.
  - **Reflection** - discuss how the item increases your understanding of the topic.

At the end of each e-portfolio include:

**Reference list** - provide a reference list at the end of each portfolio (not at the end of each item) providing the full details of each item following the Harvard Referencing format. The reference list does not form part of the word limit.

Submission

*You must submit your assignment as per assessment instruction: A text "Secret URL link" to your Mahara Page and including correct file type (i.e. Word file) which includes the entirety of your single Mahara contents web-page copied into the required Word file for submission.*

### **Assessment Due Date**

There are 3 submission dates for this submission on Sunday night / Monday morning at 12am commencing Week 6 , 9 and 11

### **Return Date to Students**

#### **Weighting**

30%

#### **Assessment Criteria**

Your assignment will be marked using the following criteria:

- **Rich Picture:** 2 marks
- **Choice of items:** 2 marks
- **Discussion:** 3 marks
- **Reflection:** 1 marks
- **Reference list and in-text citations** - 1 mark
- **Conventions** (grammar, capitalisation, punctuation, spelling) - 1 mark

### **Referencing Style**

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

### **Submission**

Online

#### **Submission Instructions**

Submission via Mahara then Moodle assignment submission of Secret URL and supporting text copy in MS Word document format.

### **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 Case study

### Assessment Type

Practical and Written Assessment

### Task Description

The case study report will be presented in report format as per the details on the course Moodle site. In addition, your report should also contain a title page, headers and footers, executive summary, introduction and summary of your evaluation.

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.

Feel free to discuss your ideas with your student colleagues on the course discussion forum, before drawing your conclusions. Try to use pictures, diagrams, and charts in presenting your ideas.

### Assessment Due Date

Week 12 Friday (09-Feb-2018) 07:00 PM AEST

### Return Date to Students

Note: Results will be released within two weeks from submission but the official results will only be available at Certification of Grades.

### Weighting

40%

### Assessment Criteria

The Case Study Report will be marked out of 100 and the scaled to 30%.  
Criteria and marks available:

- Selection of articles and books - 10 marks
- Content and argument - 60 marks
- Executive summary, introduction and report summary - 10 marks
- Communication skills - 10 marks
- Referencing and formatting - 10 marks

### Self and Peer Assessment - 10%

Each team will be required to evaluate the team's performance, both from a personal viewpoint and as a team member.

### Referencing Style

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

### Submission

Online

### Submission Instructions

Only one student from each group to submit. Only approved group member details to be included on the cover page.

### 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