



# COIT20251 *Knowledge Audits for Business* **Analysis** Term 3 - 2018

Profile information current as at 23/04/2024 07:14 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 learn how knowledge audits are employed to identify knowledge assets and knowledge capabilities, internal and external to an organisation, for their organisational systems or enterprise systems. This unit is a key element in the development of business analysis skills in students.

### 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

Pre-Requisites: COIT20250 e-Business Systems and COIT20249 Professional Skills in ICT Anti-Requisites: If you have completed COIT20238 or COIS20077, then you cannot take 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 3 - 2018

- 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 Have your say survey, emails, phone calls.

#### Feedback

Some students found it hard to use Mahara. They suggest to add a video tutorial on how to use Mahara with guidelines and instructions that will help them develop their Mahara assignments.

#### Recommendation

A Mahara video will be added to the unit Moodle website.

## 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. Use appropriate modelling tools to present the identified knowledge assets and knowledge capabilities within the business context of enterprise systems, as interpreted and analysed through knowledge audits
3. Apply the techniques of knowledge capture, knowledge codification and knowledge sharing (using appropriate technologies) after the performance of knowledge audits
4. Critically review knowledge management 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 working with knowledge-based enterprise systems
6. Effectively write and communicate enterprise systems specifications that enable management of knowledge.

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



### Alignment of Assessment Tasks to Learning Outcomes



## Textbooks and Resources

### Textbooks

COIT20251

#### Prescribed

##### Business Analysis

Edition: 3rd revised (2014)

Authors: Cadle, Paul and Yeates

BCS, Chartered Institute of IT

Swindon , UK

ISBN: 9781780172774

Binding: Paperback

COIT20251

#### Supplementary

##### BUSINESS ANALYSIS TECHNIQUES

Edition: Second (2014)

Authors: James Cadle, Debra Paul, and Paul Turner

BCS The Chartered Institute for IT

Swindon , UK

ISBN: 9781780172736

Binding: Paperback

#### Additional Textbook Information

The text books can also be purchased as a downloadable e-book from the Kindle Store. However, if you prefer a paper copy, you can purchase them at the CQUni Bookshop here: <http://bookshop.cqu.edu.au> (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)
- 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

**Mary Tom** Unit Coordinator

[m.tom@cqu.edu.au](mailto:m.tom@cqu.edu.au)

## Schedule

### Week 1 - 05 Nov 2018

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

<b>Week 2 - 12 Nov 2018</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Strategic Management	Chapter 3 Business Analysis (Paul et al. 2014)	
<b>Week 3 - 19 Nov 2018</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Creative Leadership and Knowledge	Chapters 4 & 5 The Enterprise Business Analyst: Developing creative solutions to complex business problems (Hass 2011)	
<b>Week 4 - 26 Nov 2018</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Business Analysis Techniques	Chapters 4 & 5 Business Analysis (Paul et al. 2014)	
<b>Vacation Week - 03 Dec 2018</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
<b>Week 5 - 10 Dec 2018</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Stakeholder Analysis and Management	Chapter 6 Business Analysis (Paul et al. 2014)	<b>e-Journal</b> Due: Week 5 Friday (14 Dec 2018) 11:45 pm AEST
<b>Week 6 - 17 Dec 2018</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
What's the Real Problem?	Chapters 8, 9 & 10 Business Analysis: Best Practices for Success (Blais & Steven 2012)	
<b>Week 7 - 31 Dec 2018</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Approaches to Business Analysis	Chapters 7 & 8 Business Analysis (Paul et al. 2014)	
<b>Week 8 - 07 Jan 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Talk! Talk! Talk!	Chapters 5 & 15 Business Analysis: Best Practices for Success (Blais & Steven 2012)	<b>e-Portfolio</b> Due: Week 8 Friday (11 Jan 2019) 11:45 pm AEST
<b>Week 9 - 14 Jan 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Requirements Elicitation	Chapter 10 Business Analysis (Paul et al. 2014)	
<b>Week 10 - 21 Jan 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Innovative Products and Portfolios	Chapters 11 & 12 Business Analysis (Paul et al. 2014)	
<b>Week 11 - 28 Jan 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Making the Business Case & Implementing Change	Chapters 13 & 14 Business Analysis (Paul et al. 2014)	<b>Case Study Report</b> Due: Week 11 Friday (1 Feb 2019) 11:45 pm AEST
<b>Week 12 - 04 Feb 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>

**Exam Week - 11 Feb 2019**

Module/Topic

Chapter

Events and Submissions/Topic

## Term Specific Information

### Unit Coordinator

**Dr. Mary Tom**

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**Central Queensland University**

**Brisbane QLD 4000, Australia**

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**Email: m.tom@cqu.edu.au**

## Assessment Tasks

### 1 e-Journal

#### Assessment Type

Written Assessment

#### Task Description

In this assessment, you will demonstrate your understanding of the core competencies and skills required for a Business Analyst. You will also demonstrate your knowledge in the use of tools and techniques for requirements elicitation and reporting. The required topics are covered during Weeks 1- 4. Further details are available on the unit website in the Assessment Item 1 e-Journal specification.

#### Assessment Due Date

Week 5 Friday (14 Dec 2018) 11:45 pm AEST

#### Return Date to Students

Week 7 Friday (4 Jan 2019)

#### Weighting

30%

#### Assessment Criteria

Each e-Journal entry will be assessed upon:

- Synopsis: quality of the summary of a journal entry;
- Reflection: demonstration of understanding of each of the topics given in the Assessment Specification; and
- Critique: development and support of critical arguments of the practical application of knowledge and understanding.

#### Referencing Style

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

#### Submission

Online

#### Submission Instructions

You should upload the PDF file generated from Mahara.

#### Learning Outcomes Assessed

- Critically review knowledge management approaches to the implementation of enterprise systems within an organisation and any issues that may arise

#### Graduate Attributes

- Knowledge
- Communication

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

## 2 e-Portfolio

### Assessment Type

Portfolio

### Task Description

In this assessment, you will demonstrate your knowledge in stakeholder and business analysis and skills to apply techniques of knowledge capture, knowledge codification, and use of appropriate modelling tools. The required topics are covered in Weeks 4 - 7. Further details are available on the unit website in the Assessment Item 2 e-Portfolio specification.

### Assessment Due Date

Week 8 Friday (11 Jan 2019) 11:45 pm AEST

### Return Date to Students

Week 10 Friday (25 Jan 2019)

### Weighting

30%

### Assessment Criteria

Each e-Portfolio will be assessed upon:

- Clear description of the business from the perspective role of a business analyst, based on the given scenario
- Clear description of the business context
- Comprehensive and detailed documentation of the business processes
- Justification of the modelling tools
- Appropriate conclusion of your findings

### Referencing Style

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

### Submission

Online

### Submission Instructions

You should submit one PDF file generated from Mahara

### Learning Outcomes Assessed

- Devise an appropriate and comprehensive knowledge audit plan to support business analysis requirements
- Use appropriate modelling tools to present the identified knowledge assets and knowledge capabilities within the business context of enterprise systems, as interpreted and analysed through knowledge audits
- Apply the techniques of knowledge capture, knowledge codification and knowledge sharing (using appropriate technologies) after the performance of knowledge audits
- Critically review knowledge management 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 working with knowledge-based enterprise systems
- Effectively write and communicate enterprise systems specifications that enable management of knowledge.

### Graduate Attributes

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

## 3 Case Study Report

### Assessment Type

Practical and Written Assessment

### Task Description

In this assessment you will work in a group (with maximum four members) and conduct analysis of a given business



case study. You will evaluate the existing business systems and processes in the case study and propose improvements in the business systems and processes. You will write and submit a report documenting the results of your evaluation and proposal for improvements. You will also have to individually conduct a self and peer assessment (SPA) about your group work and submit your SPA outcome within five days of your report submission. Further details are available on the unit website in the Assessment Item 3 Case Study Report specification.

**Assessment Due Date**

Week 11 Friday (1 Feb 2019) 11:45 pm AEST

**Return Date to Students**

Note: Results will be released on the day of certification of grades.

**Weighting**

40%

**Assessment Criteria**

The case study report will be assessed upon:

- Quality of executive summary
- Quality of introduction
- Documentation of existing business processes and systems
- Documentation of evaluation results of the existing business processes and systems
- Documentation of feasible improvements of the existing business processes and systems
- Appropriately written conclusion
- Well written report with correct grammar and spelling
- Professionally presented report with title page, sections and subsections, headers, and footers as appropriate
- Correct use of in-text citations and reference list formatted following the Harvard author date style.
- Your contribution, and active participation by collaborating with your team members will be assessed using the SPA.

**Referencing Style**

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

**Submission**

Online

**Submission Instructions**

You should submit one file (.doc) for one group using the online submission. You should submit your SPA outcome individually.

**Learning Outcomes Assessed**

- Devise an appropriate and comprehensive knowledge audit plan to support business analysis requirements
- Use appropriate modelling tools to present the identified knowledge assets and knowledge capabilities within the business context of enterprise systems, as interpreted and analysed through knowledge audits
- Apply the techniques of knowledge capture, knowledge codification and knowledge sharing (using appropriate technologies) after the performance of knowledge audits
- Appraise the ethical and professional issues relevant to a business analyst working with knowledge-based enterprise systems
- Effectively write and communicate enterprise systems specifications that enable management of knowledge.

**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