COIT20251 *Knowledge Audits for Business Analysis*
Term 1 - 2019

Profile information current as at 08/05/2024 05:35 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 1 - 2019
- Brisbane
- Melbourne
- Online
- 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.

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

| — 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	○	○	○	○	○	○
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 edn (2014)
Authors: Paul, D., Cadle, J., and Yeates, D.
BCS, Chartered Institute for IT
London , UK
ISBN: 9781780172774
Binding: Paperback
COIT20251

Supplementary

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

Additional Textbook Information
All students must purchase the prescribed text for use in this unit. For better performance, you are to use the supplementary text too
eBook copies can be purchased through VitalSource: https://www.vitalsource.com/en-au/
However, if you prefer a paper copy, you can order through 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)
- Microsoft Visio
- ADONIS Community Edition http://www.adonis-community.com/
- IHMC Cmap Tools http://cmap.ihmc.us

Referencing Style

All submissions for this unit must use the referencing styles below:

- American Psychological Association 6th Edition (APA 6th edition)
- Harvard (author-date)

For further information, see the Assessment Tasks.

Teaching Contacts

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

Schedule

Week 1 - The Role of the Business Analyst - 11 Mar 2019

Module/Topic	Chapter	Events and Submissions/Topic
The Role of the Business Analyst	Chapters 1 and 2, Prescribed text (i.e. 'Paul D., Cadle, J. & Yeates, D., 2014 *Business Analysis*, 3rd ed., British Computer Society Learning & Development Ltd, London')	

Week 2 - Strategic Management - 18 Mar 2019

Module/Topic	Chapter	Events and Submissions/Topic
Strategic Management	Chapter 3, Prescribed text	

Week 3 - Creative Leadership and Knowledge - 25 Mar 2019

Module/Topic	Chapter	Events and Submissions/Topic
Creative Leadership and Knowledge	Chapters 4 and 5, 'Hass, K. 2011, The Enterprise Analyst: Developing creative solutions to complex business problems, Management Concepts, Inc.'	

Week 4 - Business Analysis Techniques - 01 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Business Analysis Techniques	Chapters 4 and 5, Prescribed text	

Week 5 - Stakeholder Analysis and Management - 08 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Stakeholder Analysis and Management	Chapter 6, Prescribed text	**e-Journal (Submissions Must Follow Strict Guidelines)** Due: Week 5 Friday (12 Apr 2019) 11:59 pm AEST

Vacation Week - 15 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Mid-term Break Week	Catch-up if behind.	Refresh and recharge

Week 6 - What's the Real Problem? - 22 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
What's the Real Problem?	Chapters 8, 9 and 10, 'Blais, S. 2012, Business Analysis: Best Practice for Success, John Wiley & Sons, New York'	

Week 7 - Approaches to Business Analysis - 29 Apr 2019

Module/Topic	Chapter	Events and Submissions/Topic
Approaches to Business Analysis	Chapters 7 and 8, Prescribed text	

Week 8 - Talk! Talk! Talk! - 06 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Talk! Talk! Talk!	Chapters 5 and 15, 'Blais, S. 2012, Business Analysis: Best Practices for Success, John Wiley & Sons, New York'	**e - Portfolio (Submission Must Follow Strict Guidelines)** Due: Week 8 Friday (10 May 2019) 11:59 pm AEST

Week 9 - Requirements Elicitation - 13 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Requirements Elicitation	Chapter 10, Prescribed text	

Week 10 - Documenting and Modelling Requirements to support Strategy - 20 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Innovative Products and Portfolios	Chapters 11 and 12, Prescribed text	

Week 11 - Delivering the Requirements and Business Solution - 27 May 2019

Module/Topic	Chapter	Events and Submissions/Topic
Making the Business Case & Implementing Change	Chapters 13 and 14, Prescribed text	**Group Case Study Report** Due: Week 11 Friday (31 May 2019) 11:59 pm AEST

Week 12 - Implementing Knowledge Management and Change - 03 Jun 2019

Module/Topic	Chapter	Events and Submissions/Topic
Implementing Knowledge Management and Change	Chapter 10, 'Jashapara 2011, Knowledge Management:An Integrated Approach, 2nd, Pearson United Kingdom'	

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: Dr Lisa Soon
Office Location: CQUniversity Townsville Campus, 6 Finsbury Place Townsville QLD 4810
Email: l.soon@cqu.edu.au
Phone: +61 7 4726 5317
Note: For all types of inquiries, please send me an email. For urgent matters, phone my office number.

Assessment Tasks

1 e-Journal (Submissions Must Follow Strict Guidelines)

Assessment Type
Written Assessment

Task Description
The Task:
In this assessment (maximum 2,500 words), you will demonstrate an 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 7 task topics are covered during Weeks 1- 4. Each task item is a journal entry, hence you will see in Mahara your e-Journal with 7 journal entries. In each journal entry, you demonstrate your skills to provide a synopsis, a reflection and a critique in each task.

The submission of this assessment item must strictly follow the guidelines below:

- For this assessment item, you will initially prepare an e-journal with all needed journal entries (i.e. your answer to each task item is a journal entry) using the software tool Mahara.
- All contents of your e-journal must be produced on a single Mahara web page, i.e. without any use of tabs, embedded URL links and words/images with hyperlinks in all the entries. Any variations means your marker will only mark whatever he/she can see at the time of marking. Strictly follow these guidelines so you do not loose marks.
- To prepare work for submission, select Print on your Mahara web page content, which will generate a PDF file for your submission. For the PDF file name, you need to re-name it into 'A1_E-Journal_YourID_YourName' for submission.
- You need to upload this PDF file generated from your Mahara for your online submission. Ensure that this PDF file is NOT an image-only file or a corrupted file, so it can be safely checked through by Turnitin upon a submission.
- For any submission file that cannot be safely checked through Turnitin upon a submission, i.e. flagged as 'Resubmit to Turnitin' or shown as without a similarity report generated to help the teaching team for marking purposes, a ZERO mark will be awarded right away.
- This assignment must be submitted by strictly following all the related prescribed guidelines. Otherwise, you will

receive a ZERO mark.

Assessment Due Date
Week 5 Friday (12 Apr 2019) 11:59 pm AEST
It is a requirement that you upload the PDF file generated from your Mahara that comes with a Turnitin similarity report for marking

Return Date to Students

2 weeks after the submission date

Weighting
30%

Assessment Criteria
Each e-Journal entry will be assessed upon:

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

Use either APA or Harvard referencing style. References must be applied consistently in a chosen style to all in-text citations and all references in the reference list.

Referencing Style

- American Psychological Association 6th Edition (APA 6th edition)
- Harvard (author-date)

Submission
Online

Submission Instructions
It is a requirement that your submission is a PDF file generated from your Mahara that also comes with a Turnitin similarity report for marking

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 (Submission Must Follow Strict Guidelines)

Assessment Type
Portfolio

Task Description
In this assessment item (maximum 2,500 words), 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.
The submission of this assessment item must strictly follow the guidelines below:

- For this assessment item, you will initially prepare an e-portfolio with all needed entries (i.e. your answer to each task item is an e-portfolio entry) using the software tool Mahara.
- All contents of your e-portfolio must be produced on a single Mahara web page, i.e. surely without any use of tabs, embedded URL links and words/images with hyperlinks in all the entries. Any variations means your marker will only mark whatever he/she can see at the time of marking. Strictly follow these guidelines so you do not loose marks.
- To prepare work for submission, select Print on your Mahara web page content, which will generate a PDF file for your submission. For the PDF file name, you need to re-name it into 'A2_E-Portfolio_YourID_YourName' for submission.

- You need to upload this PDF file generated from your Mahara for your online submission. Ensure that this PDF file is NOT an image-only file or a corrupted file, so it can be safely checked through by Turnitin upon a submission.
- For any submission file that cannot be safely checked through Turnitin upon a submission, i.e. flagged as 'Resubmit to Turnitin' or shown as without a similarity report generated to help the teaching team for marking purposes, a ZERO mark will be awarded right away.
- This assignment must be submitted by strictly following all the related prescribed guidelines. Otherwise, you will receive a ZERO mark.

Assessment Due Date
Week 8 Friday (10 May 2019) 11:59 pm AEST
COIT20251 Assessment 2 e-Portfolio

Return Date to Students

2 weeks after the submission date

Weighting
30%

Assessment Criteria
Each e-Portfolio will be assessed upon:

- Quality of description of business from the perspective a Business Analyst (BA), based on the given scenario;
- Development and support of arguments in relation to analysis and documentation of the business context;
- Demonstration of comprehensive and detailed documentation of the main business processes and justification of the modeling tools used; and
- Quality of presented conclusion supported by your findings

Use either APA or Harvard referencing style. References must be applied consistently in a chosen style to all in-text citations and all references in the reference list.

Referencing Style

- American Psychological Association 6th Edition (APA 6th edition)
- Harvard (author-date)

Submission
Online

Submission Instructions
It is a requirement that your submission is a PDF file generated from your Mahara that also comes with a Turnitin similarity report for marking

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 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.
The group case study report will be presented in report format as per the details in the Assessment 3 Specification on the unit Moodle site. In addition, your report should also contain a title page, headers and footers, executive summary, introduction, your evaluation summary for each differing task with illustrative tables/diagrams/models and conclusion. 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. You are strongly encouraged to use meaningful and helpful pictures, diagrams, and charts in presenting your ideas to enhance your explanations and professionally improve the quality of your group case study report.

All members are expected to equally share the workload and take responsibilities of the report contents. Submission of the case study report will require all members to select a representative student member to submit only ONE copy for marking.

It is a requirement for every student member of a group to complete a self and peer assessment (SPA) about teamwork for the group case study report and submit your SPA assessment outcome by a given due date as indicated in an email sent out to you.

Assessment Due Date
Week 11 Friday (31 May 2019) 11:59 pm AEST
It is a requirement for each team to submit only one report by a representative member. Each member is to complete an online self and peer assessment (SPA) survey by its specific due date.

Return Date to Students

Results will be released and made available on the day of Certification of Grades

Weighting
40%

Assessment Criteria
The group case study report will be assessed upon:

- Professionalism in report presentation e.g. an effective title page, headers and footers, use of headings and sub-headings as appropriate;
- Quality of executive summary;
- Quality of introduction;
- Demonstration of an articulate statement about current business processes and problems;
- Critical analysis in the requirements of a new system;
- Quality in the assessment of the feasibility of the new business case and
- Quality of the presented conclusion supported by the related findings.

Use either APA or Harvard referencing style. The case study report is further assessed through the inclusions of in-text citations together with a list of correctly cited references, ordered alphabetically by surname of first author, in accordance with the APA or Harvard referencing style. Note: Refer to the unit website for the link to the guide. Participation, contribution and collaboration in group work are assessed through the completion of a Self and Peer Assessment Online Survey by all group members.

Referencing Style

- American Psychological Association 6th Edition (APA 6th edition)
- Harvard (author-date)

Submission
Online

Submission Instructions
Each team makes only one report submission. Each member must complete an online self and peer assessment (SPA) survey.

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