



# COIT20251 *Knowledge Audits for Business* Analysis Term 2 - 2019

Profile information current as at 27/04/2024 01:27 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 2 - 2019

- Brisbane
- Melbourne
- Online
- 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, student feedback

##### Feedback

More interactive discussion among students should be encouraged in the tutorials.

##### Recommendation

Teaching team will carry out tutorial tasks with more interactive discussions in future terms.

## 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 (BPRI)
- 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



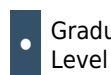
N/A  
Level



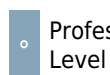
Introductory  
Level



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, 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 encouraged 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)**

### IT Resources

**You will need access to the following IT resources:**

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Microsoft Visio
- 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](mailto:l.soon@cqu.edu.au)

## Schedule

### Week 1 - 15 Jul 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 - 22 Jul 2019

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

### Week 3 - 29 Jul 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 - 05 Aug 2019

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

### Week 5 - 12 Aug 2019

Module/Topic	Chapter	Events and Submissions/Topic
Stakeholder Analysis and Management	Chapter 6, Prescribed text	<b>e-Journal (Submissions Must Follow Strict Guidelines)</b> Due: Week 5 Friday (16 Aug 2019) 11:59 pm AEST

### Vacation Week - 19 Aug 2019

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

### Week 6 - 26 Aug 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 - 02 Sep 2019

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

### Week 8 - 09 Sep 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'	<b>e - Portfolio (Submission Must Follow Strict Guidelines)</b> Due: Week 8 Friday (13 Sept 2019) 11:59 pm AEST

### Week 9 - 16 Sep 2019

Module/Topic	Chapter	Events and Submissions/Topic
Requirements Elicitation	Chapter 10, Prescribed text	
<b>Week 10 - 23 Sep 2019</b>		
Module/Topic	Chapter	Events and Submissions/Topic
Innovative Products and Portfolios	Chapters 11 and 12, Prescribed text	
<b>Week 11 - 30 Sep 2019</b>		
Module/Topic	Chapter	Events and Submissions/Topic
Making the Business Case & Implementing Change	Chapters 13 and 14, Prescribed text	<b>Group Case Study Report</b> Due: Week 11 Friday (4 Oct 2019) 11:59 pm AEST
<b>Week 12 - 07 Oct 2019</b>		
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'	
<b>Review/Exam Week - 14 Oct 2019</b>		
Module/Topic	Chapter	Events and Submissions/Topic
<b>Exam Week - 21 Oct 2019</b>		
Module/Topic	Chapter	Events and Submissions/Topic

## Term Specific Information

Unit Coordinator: Dr Lisa Soon  
Office Location: CQUniversity Townsville Campus, 538 Flinders Street 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, call 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 lose 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 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 (16 Aug 2019) 11:59 pm AEST

### **Return Date to Students**

Week 7 Monday (2 Sept 2019)

2 teaching weeks after the due date or any extension 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**

There are requirements that your submission is a PDF file generated from your Mahara, and that the submission 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 lose 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 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 (13 Sept 2019) 11:59 pm AEST

### **Return Date to Students**

Week 10 Monday (23 Sept 2019)

2 teaching weeks after the due date or any extension date

### **Weighting**

30%

### **Assessment Criteria**

Each e-Portfolio will be assessed upon:

- Quality of description of business from the perspective of 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**

There are requirements that your submission is a PDF file generated from your Mahara, and that the submission 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 (4 Oct 2019) 11:59 pm AEST

## 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 subheadings 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.

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 Harvard style of referencing. 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 Group

## Submission Instructions

There are requirements that the group case study report submission must be an MS Word file, and that Only ONE student in a group is required to make a case study group report submission on behalf of all members.

## 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