COIT20251 *Knowledge Audits for Business Analysis*

Term 3 - 2019

Profile information current as at 12/10/2024 05:15 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 - 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. **Portfolio**
Weighting: 30%
2. **Written Assessment**
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 (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

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 (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

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
- IHMC Cmap Tools: http://cmap.ihmc.us

Referencing Style

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

Teaching Contacts

Salahuddin Azad Unit Coordinator
s.azad@cqu.edu.au

Schedule

Week 1 - 11 Nov 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 - 18 Nov 2019

Module/Topic	Chapter	Events and Submissions/Topic
Strategic Management	Chapter 3, Prescribed Text	
Week 3 - 25 Nov 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
The Business Analysis Process Model	Chapter 4, Prescribed Text	Weekly Portfolio starts
Week 4 - 02 Dec 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Investigation Techniques	Chapter 5, Prescribed Text	Weekly Portfolio continues
Vacation Week - 09 Dec 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Mid-term Break Week	Catch-up if behind. Relax and refresh.	Weekly Portfolio continues
Week 5 - 16 Dec 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Stakeholder Analysis and Management	Chapter 6, Prescribed Text	Weekly Portfolio continues
Week 6 - 23 Dec 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Defining the Solution	Chapter 8, Prescribed Text	Weekly Portfolio continues
Week 7 - 06 Jan 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Making a Business and Financial Case	Chapter 9, Prescribed Text	Weekly Portfolio continues
Week 8 - 13 Jan 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Knowledge Audit and Management	Supplementary Readings	**Weekly Portfolio** Due: Week 8 Thursday (16 Jan 2020) 11:45 pm AEST
Week 9 - 20 Jan 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Requirements Elicitation	Chapter 10, Prescribed Text	
Week 10 - 27 Jan 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Documenting and Managing Requirements	Chapter 11, Prescribed Text	**Knowledge Audit Review** Due: Week 10 Thursday (30 Jan 2020) 11:45 pm AEST
Week 11 - 03 Feb 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Delivering the Requirements	Chapter 13, Prescribed Text	
Week 12 - 10 Feb 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Delivering The Business Solution	Chapter 14, Prescribed Text	**Case Study Report** Due: Week 12 Thursday (13 Feb 2020) 11:45 pm AEST
Exam Week - 17 Feb 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**

Term Specific Information

Contact information for Dr Salahuddin Azad: Email: s.azad@cqu.edu.au; Office: Level 6, 120 Spencer Street, Melbourne Vic 3000; P +61 3 9616 0680 | X 50680.

Please forward questions about the unit through the 'Q&A' discussion forum in Moodle so that way everyone can benefit from the questions and answers. If you have any individual queries, please email Salahuddin Azad on s.azad@cqu.edu.au and you will be replied within a day or so.

Assessment Tasks

1 Weekly Portfolio

Assessment Type
Portfolio

Task Description
In this assessment, 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.
To construct this assessment, you are required a write a portfolio in each week from Week 3 to Week 8. Each portfolio should demonstrate your reflection on the corresponding week's topic mentioned below.

1. Week 3: (i) PESTLE analysis, and (ii) The balanced business scorecard
2. Week 4: The business analysis process model
3. Week 5: Business situation investigation techniques
4. Week 6: Stakeholder management strategies
5. Week 7: Gap analysis
6. Week 8: Project feasibility assessment

Each portfolio should contain approximately 500 words. You need to include at least three references in each portfolio (including at least one academic reference). You need to make sure that the references are cited in the text and the portfolios are free from any grammatical and spelling errors.
You will copy the weekly portfolio contents into the related part of the Assessment 1 template MS Word file provided to you.

Assessment Due Date
Week 8 Thursday (16 Jan 2020) 11:45 pm AEST

Return Date to Students
Week 10 Thursday (30 Jan 2020)

Within 2 weeks of the submission due date

Weighting
30%

Assessment Criteria
You will be assessed based on your ability to critically reflect on the business analysis concepts mentioned in the task description.
The marking criteria for the assessment are as follows.
Reflection: 15 marks
Referencing: 6 marks
Communication Skills: 6 marks
Presentation and Organisation: 3 marks

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
The Assessment 1 Word file must be submitted to Moodle by the due date. Caution: Submission of a wrong file may

attract a penalty.

assessmentOutcome

- 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.

assessmentGradAttribute

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

2 Knowledge Audit Review

Assessment Type
Written Assessment

Task Description
In this assessment, you will critically review the knowledge management approach followed within the business context of an industry.
The assessment requires you to a write a review based on a research article on knowledge audit and management. The review should reflect upon the case study presented in the article and should address the following issues.
1. Main focus/objectives of the article
2. Background of the company under investigation
3. The knowledge audit approach followed in the study
4. The major findings of the study
5. Comparison to similar studies
The review should be approximately 1500 words. You need to include at least three references in the review (including at least one academic reference). You need to make sure that the references are cited in the text and the review is free from any grammatical and spelling errors.
You will write the review in an MS Word file with proper headings, sub-headings, and a reference list.

Assessment Due Date
Week 10 Thursday (30 Jan 2020) 11:45 pm AEST

Return Date to Students
Week 12 Thursday (13 Feb 2020)

Within 2 weeks of the submission due date

Weighting
30%

Assessment Criteria
You will be assessed based on your ability to appraise the practices of knowledge audit to identify knowledge assets and knowledge capabilities within the business context of an industry as well as the techniques of knowledge capture, knowledge codification and knowledge sharing.
The marking criteria for the assessment are as follows.
Main focus/objectives of the article: 5 marks
Background of the company under investigation: 5 marks
The knowledge audit approach followed in the study: 5 marks
The major findings of the study: 5 marks
Comparison to similar studies: 5 marks
Referencing: 5 marks

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
The Assessment 2 Word file must be submitted to Moodle by the due date. Caution: Submission of a wrong file may attract a penalty.

assessmentOutcome

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

assessmentGradAttribute

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

3 Case Study Report

Assessment Type
Practical and Written Assessment

Task Description
This assessment should be accomplished in a group up of up to four members. The assessment has two parts – Part A and Part B. For all on-campus students, please receive help from your lead lecturer for the formation of your group, if needed. For distance students, your unit coordinator is the staff member to contact in order to get help with the group formation.

Part A:
In this part, you are required to write a report based on a given case study. Read the given case study carefully, explore the context of the business and understand the perspectives. Analyse the problems or needs of the business, come up with a prospective solution in terms of ICT systems, and find an approach to deliver the solution. See yourself as a future business analyst and visualise yourself as applying the knowledge and skills developed in the unit to deliver a business solution, if you would have been part of a team working on this project.
In the report, you will need to evaluate the current business context, identify the deficiencies in the current system, propose possible improvements along with business, technical and financial feasibility of the development and implementation of the new ICT system and work out a suitable method to deliver the solution. You are required to demonstrate your analytical and modelling skills to communicate your findings from the given scenario. The report should be structured having:
• A title page
• Executive summary
• Table of contents
• Introduction
• Topical headings (as required from analysis results of items 1-6 below)
• Conclusion
• References
Your analysis should focus on the following topics that you have to include in your report:
1. Business context
2. Analysis of stakeholders and their perspectives
3. Gap analysis
4. Business case
5. Method of system development and evaluation of the solution
Your team members should take different roles in the team, including analyst, report writer, and proof-reader. You may rotate the leadership role. When you change the leadership role, the next analyst will assume the role of new leader heading the team in the common direction. You should divide the task of writing the analysis part of the report among the group members. All team members should work closely to produce the introduction and conclusion sections. The finalised version of the report should be read and reviewed by all team members.
The title page of your report should include student IDs and full names of all team members. Include a table showing the leadership roles, team member roles and duration on the last page of your report.

Part B:
In this part, you will assess the performance of your team members and yourself by completing an online SPA survey. The unit coordinator will send an SPA link in an email to each team member towards the end of the term. The estimated completion time for the survey questions is 5-10 minutes. Please check your CQU email inbox or even the junk email box in Week 12 for the unit coordinator's email containing the SPA link. Whatever your group size (3, 4 as expected, occasionally 2 or 5) is or even if you are not placed in a regular group, you are required to complete the online SPA survey.
Students, who do not complete the SPA survey, will receive zero marks for this part. After the SPA survey due date is

over, all SPA results will be transported to Moodle for unit grade finalisation.

Assessment Due Date
Week 12 Thursday (13 Feb 2020) 11:45 pm AEST

Return Date to Students

On the day of Certification of Grades

Weighting
40%

Assessment Criteria
You will be assessed based on your ability to apply business analysis techniques to explore the context of a business, understand the perspectives, analyse the problems or needs of the business, come up with a prospective solution in terms of ICT systems, present a business case and find an approach to deliver the solution.
The marking criteria for the assessment are as follows.
Executive summary: 2 marks
Introduction: 3 marks
Business context: 5 marks
Analysis of stakeholders and their perspectives: 5 marks
Gap analysis: 5 marks
Business case: 5 marks
Method of system development and evaluation of the solution: 5 marks
Conclusion: 2 marks
References: 3 marks
SPA Survey: 5 marks

Referencing Style

- Harvard (author-date)

Submission
Online Group

Submission Instructions
You must submit the Assessment 3 report file as an MS Word document to Moodle by the due date. You must also complete the SPA survey by the due date as stated in the SPA survey email. Caution: Submission of a wrong file may attract a penalty.

assessmentOutcome

- 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.

assessmentGradAttribute

- 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