COIT20251 *Knowledge Audits for Business Analysis*
Term 3 - 2023

Profile information current as at 12/10/2024 01:09 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 - 2023

- 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 Unit Coordinator reflection

Feedback

The unit has not been updated as planned earlier.

Recommendation

Update the unit content and assessment tasks as per the discussions that have happened within the discipline.

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

Prescribed

Principles of Knowledge Auditing
Edition: 1st (2023)
Authors: Patrick Lambe
The MIT Press
Cambridge , MA , USA
ISBN: 9780262545037
Binding: Paperback
COIT20251

Supplementary

Business Analysis for Practitioners: A Practice Guide
Edition: 1st (2015)
Authors: Project Management Institute
Project Management Institute
Newtown Square , PA , USA
ISBN: 9781628250695
Binding: Paperback

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Microsoft Visio
- Zoom Capacity (microphone required, webcam preferred if possible)

Referencing Style

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

Teaching Contacts

Ergun Gide Unit Coordinator
e.gide1@cqu.edu.au

Schedule

Week 1 - 06 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
The Role of the Business Analyst and Knowledge Auditing in Organisations	Chapters 1 & 2, Prescribed **Business Analysis** Textbook AND Chapters 1 & 2, Prescribed **Principles of Knowledge Auditing** Textbook	
Week 2 - 13 Nov 2023		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Introduction to Audit, Knowledge Audit, and Auditing	Chapters 3, 4 & 5, Prescribed **Principles of Knowledge Auditing** Textbook	
Week 3 - 20 Nov 2023		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Emergence of Knowledge-Related Audits, and Audit Models; Standards in Communication, Information Audits and Knowledge Management	Chapters 6, 7, 8 & 9, Prescribed **Principles of Knowledge Auditing** Textbook	
Week 4 - 27 Nov 2023		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Value: Assets, Capital, and Resources; Knowledge and the Implications; The Inventory Audit: Auditing Knowledge Stocks	Chapters 12, 13, 14 & 15, Prescribed **Principles of Knowledge Auditing** Textbook	
Vacation Week - 04 Dec 2023		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Mid-term Break Week	Catch-up if behind. Relax and refresh.	
Week 5 - 11 Dec 2023		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Strategic Management; The Business Analysis Process Model	Chapters 3 & 4, Prescribed **Business Analysis** Textbook	**Knowledge Audit Review** Due: Week 5 Friday (15 Dec 2023) 11:45 pm AEST
Week 6 - 18 Dec 2023		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Investigation Techniques; Stakeholder Analysis and Management	Chapters 5 & 6, Prescribed **Business Analysis** Text	
Vacation Week - 25 Dec 2023		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Mid-term Break Week	Catch-up if behind. Relax and refresh.	
Week 7 - 01 Jan 2024		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Defining the Solution; Making a Business and Financial Case	Chapters 8 & 9, Prescribed **Business Analysis** Text	
Week 8 - 08 Jan 2024		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Requirements Elicitation; Documenting and Managing Requirements	Chapters 10 & 11, Prescribed **Business Analysis** Text	**Portfolio on Business Analysis and Knowledge Auditing** Due: Week 8 Friday (12 Jan 2024) 11:45 pm AEST
Week 9 - 15 Jan 2024		
Module/Topic	**Chapter**	**Events and Submissions/Topic**

Delivering the Requirements; Delivering the Business Solution	Chapters 13 & 14, Prescribed **Business Analysis** Text	

Week 10 - 22 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
The Personal-Collective Dualism, and the Tacit-Explicit Dualism; Typologies of Personal Knowledge	Chapters 16, 17 & 18, Prescribed **Principles of Knowledge Auditing** Text	

Week 11 - 29 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Typologies of Organisational and Functional Knowledge; Principles in Scoping and Planning Knowledge Audits	Chapters 19, 20 & 21, Prescribed **Principles of Knowledge Auditing** Text	

Week 12 - 05 Feb 2024

Module/Topic	Chapter	Events and Submissions/Topic
Special Topic: Reflexive Analysis of Knowledge Auditing for Business Analysts Profession	Supplementary **industry resources**	**Case Study Report on Business Analysis and Knowledge Auditing** Due: Week 12 Friday (9 Feb 2024) 11:45 pm AEST

Exam Week - 12 Feb 2024

Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

Unit Coordinator: A/Professor Ergun Gide
E-mail: e.gide1@cqu.edu.au
Telephone: (02) 9324 5782
Office Location: 400 Kent Street, Level 2, Sydney, NSW 2000
Please note: If you have any individual queries, kindly e-mail me and I will get back to you within one business day or so. You may also post questions about the unit through the 'Q&A' discussion forum in Moodle so everyone can benefit from the questions and answers.

Assessment Tasks

1 Knowledge Audit Review

Assessment Type
Written Assessment

Task Description
This is an **individual assessment** based on a case study that needs Knowledge Audit review. In this assessment, you will critically review the knowledge audit and management approach followed within the business context of an organisation.

The assessment requires you to write a review based on an article on knowledge audit and management. A copy of or a weblink to the article will be made available on the Moodle unit website. The review should reflect upon the case study presented in the article with further research on relevant literature, and address the following aspects:

- Main focus/objectives of the article
- Background of the organisation under investigation
- Knowledge audit approach followed in the study
- Major findings of the study
- Recommendations made in the article
- Comparison to similar studies
- Grammar and sentence formation
- Referencing

The review should be approximately **2000 words**. You need to include **at least five references** (including at least three academic references) in the review. You also need to make sure that the references are cited in the text and the review is free from any grammatical and spelling errors.

You have to write the review in an MS Word file with proper headings, sub-headings, and a reference list.

The detailed assessment specification will be made available on the Moodle unit website.

Assessment Due Date
Week 5 Friday (15 Dec 2023) 11:45 pm AEST

The MS Word file must be submitted to Moodle by the due date and time.

Return Date to Students
Week 7 Friday (5 Jan 2024)

Within 2 weeks of the submission due date. All late submissions will be returned 2 weeks after the late submission dates.

Weighting
30%

Assessment Criteria
In this individual assessment, you will be assessed based on your ability to appraise the practices of knowledge audits to identify knowledge assets and knowledge capabilities within the business context of an organisation, 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: 3 marks
- Background of the organisation under investigation: 2 marks
- Knowledge audit approach followed in the study: 5 marks
- Major findings of the study: 5 marks
- Recommendations made in the article: 5 marks
- Comparison to similar studies: 5 marks
- Grammar and sentence formation: 2 marks
- Referencing: 3 marks

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
You must submit the review as an MS Word file to the Moodle unit website. Caution: Submission of an unexpected file attracts 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

2 Portfolio on Business Analysis and Knowledge Auditing

Assessment Type
Portfolio

Task Description
This is an **individual assessment**. In this assessment, you will demonstrate understanding of the core competencies and skills required for a Business Analyst in terms of Business Analysis and Knowledge Auditing. You will also

demonstrate your knowledge on the use of tools and techniques for business analysis and knowledge auditing.

The assessment has two parts – **Part A: Reflections** and **Part B: Case Studies.**

Part A: Reflections (15 marks)
To construct this part of the assessment, you are required to write a reflection on the four topics. The topics will be made available in the assessment specification on the Moodle unit website.

Each reflection should contain approximately **300 words**. You need to include **at least three references** (including at least two academic references) **for each reflection**. You also need to make sure that the references are cited in the text and the reflections are free from any grammatical and spelling errors.

Part B: Case Studies (15 marks)
In this part, you will analyse **two short case studies related to Business Analysis and Knowledge Auditing** and answer the questions given with each case study. The case studies will be made available on the Moodle unit website.

The answer to each case study should contain approximately **400 words**. You should include **at least four references** (including at least two academic references) **in this part.**

The detailed assessment specification will be made available on the Moodle unit website.

Assessment Due Date
Week 8 Friday (12 Jan 2024) 11:45 pm AEST

The MS Word file must be submitted to Moodle by the due date and time.

Return Date to Students
Week 10 Friday (26 Jan 2024)

Within 2 weeks of the submission due date. All late submissions will be returned 2 weeks after the late submission dates.

Weighting
30%

Assessment Criteria
Part A: 15 marks
You will be assessed based on your ability to critically reflect on the **business analysis** and **knowledge auditing** concepts mentioned in the task description.

The marking criteria for Part A are as follows:

- Reflection: 10 marks
- Referencing: 2 marks
- Communication skills: 2 marks
- Presentation and organisation: 1 mark

Part B: 15 marks
You will be assessed based on your ability to demonstrate knowledge of the **business analysis** and **knowledge auditing** concepts relevant to the case studies.

The marking criteria for Part B are as follows:

- Answers addressed the questions adequately: 8 marks
- Answers demonstrated knowledge of the *business analysis* and *knowledge audit* concepts: 4 marks
- Answers provided with clarity: 3 marks

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
You must submit the portfolio as an MS Word file to the Moodle unit website. Caution: Submission of an unexpected file attracts 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

3 Case Study Report on Business Analysis and Knowledge Auditing

Assessment Type
Practical and Written Assessment

Task Description
This is a **group assessment**. The assessment must be accomplished in a group of three to four members. Please read the below guidelines to form and manage your group.

This assessment is based on a **Case Study** in relation to **Business Analysis** and **Knowledge Auditing**. In this assessment, you are required to write a report based on a given case study. The case study will be made available on the Moodle unit website.

In the case study report, you will need to evaluate the current business situation and the knowledge audit context as per the given topics, and propose possible improvements from a business analysis and knowledge auditing point of view to provide business solutions for the given case study. You are required to demonstrate your analytical, technical and knowledge auditing skills to communicate your findings for the given scenario. The case study report should be structured as follows:

- Title page
- Executive summary
- Table of contents
- Introduction
- Discussion (Analyses, Audits and Solutions)
- Conclusion
- References

Your group members should take on different roles in the team, including business analyst, knowledge audit analyst, report writer, and proof-reader. You may rotate the leadership role. When you change the leadership role, the next *business and knowledge audit analyst* will assume the role of new leader heading the team in the common direction. You should divide the task of writing the Discussion (Analyses, Audits and Solutions) section of the case study report among the group members. All team members should work closely to produce the introduction and conclusion sections. The finalised version of the case study report should be read and reviewed by all team members.

The case study report should be approximately **3000 words**. The reference section should include **at least eights references** (including at least five academic references). The title page of the case study report should include the 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.

Group formation and management guidelines for this assessment:

- This assessment requires teamwork in a group size of 3-4 members.
- As this is a group-based assessment, you are required to form your own teams in Week 4 and finalise it by Friday of Week 5.
- A time will be allocated in class for team formation activities and getting started on tasks.
- You will be given a chance to form your own group. However, when required the Tutor or Unit Coordinator may allocate you to a team as well.

- Re-arrangement of teams during the term (e.g. if a team member is sick or any other important reasons) will be at the discretion of the Tutor or Unit Coordinator.
- In most cases all members of a team will receive the same mark. However, if the Tutor detects significant differences in contribution across team members, investigation may be held to determine individual contributions and appropriate individual marks will be allocated based on those contributions.
- You should make an attempt to resolve conflicts in the team as early as possible, and report to the Tutor and Unit Coordinator in cases where conflicts cannot be resolved. The Tutor or Unit Coordinator has the discretion to re-arrange individual tasks in a team or the team itself if necessary.

The detailed assessment specification will be made available on the Moodle unit website.

Assessment Due Date
Week 12 Friday (9 Feb 2024) 11:45 pm AEST

Case Study Report must be submitted to Moodle by the above date and time.

Return Date to Students

On the day of Certification of Grades

Weighting
40%

Assessment Criteria
In the case study report, you will be assessed based on your ability to apply business analysis techniques and knowledge auditing models, instruments and methods to explore the current business situation and the knowledge audit context as per the given topics, and propose possible improvements from a business analysis and knowledge auditing point of view to provide business solutions for the given case study, and work as a group/team member. As a group/team, you are required to demonstrate your analytical, technical and knowledge auditing skills to communicate your findings from the given case study scenario.

The marking criteria for this assessment are as follows:

- Executive summary: 2 marks
- Introduction: 1.5 marks
- Discussion (Analyses, Audits and Solutions): 33 marks
- Conclusion: 1.5 marks
- References: 2 marks

The detailed marking criteria for the Discussion (Analyses, Audits and Solutions) section will be made available on the Moodle unit website.

Referencing Style

- Harvard (author-date)

Submission
Online Group

Submission Instructions
Only one member of each group should submit the Case Study Report as an MS Word document to the Moodle unit website. Caution: Submission of an unexpected file attracts 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