



School of Information Management

**MMIM 503
KNOWLEDGE MANAGEMENT**

Trimester 1 2005

COURSE OUTLINE

Contact Details

Course Coordinator:	Name	David J Pauleen		
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Programme Co-ordinator:	Name	Mary Braun		
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Class Times and Room Numbers

Dates:	Mondays
Times:	7:40 – 9:30 pm
Venue:	RLWY 315
Office Hours:	Before class and by appointment

Course Objectives

This paper will present a holistic view of knowledge management. It will introduce important concepts of knowledge management (KM), and look at organizational and societal KM from a variety of perspectives HR, IT, personal, strategic, and general management. The implementation of KM in public and private organizations will be highlighted through the use of case studies. Learning outcomes include:

- Understand the basic concepts, models and theories of knowledge management and the practical implications of these in contemporary organizations and society;
- Identify the competitive need for knowledge in organizations and society;
- Understand current practices and challenges of knowledge management in its implementation;
- Understand and be able to apply the role of information technology to knowledge management;
- Know the roles of various information professionals in relation to the management of information resources and knowledge management.

Course Content

Week One – 21 February

Evolution of Knowledge Management- Vision, History, Status and Issues.
The Role of Knowledge in Organizations and Society.

Note: Complete first reading of textbook by week 4.

Week Two – 28 February

Definitions, Concepts and Frameworks of Knowledge and Knowledge
Management -

Knowledge Management and Strategy

Week Three – 7 March

Personal and Enterprise KM – Open discussion of the textbook and assignment 1

Week Four – 14 March

The Role of ICT in KM (Unisys guest speaker, Narayanan Narayanan)

Week Five – 21 March

Social KM – CoP's, virtual collaboration, etc. The role of HR

Break – 28 March – 8 April

Week Six – 11 April

Public Policy and KM, Knowledge Economy and Knowledge Society, Global
KM

Week Seven – 18 April

Panel Discussions

Week Eight – 25 April

Current Research in KM – (PhD students)

Week Nine – 2 May

Revisiting Personal Knowledge Strategies

Week Ten – 9 May

Culture and Knowledge Management

Assignment 1 due today

Week Eleven – 16 May

Panel Discussions

Week Twelve - 23 May

Exam

Readings

Required textbook: Wiig, K. (2004). People-Focused Knowledge Management: How Effective Decision Making Leads to Corporate Success, Elsevier.

This book is available at the student bookstore.

Students will also be expected to seek out their own resources from the library and the Internet. In addition, at least one week prior to each seminar, links to the web will be activated on the Course Documents page under each week's module. These links will lead to articles on the topic to be discussed that week. Every student is required to read and explore the subject using both the material provided, the web sites pointed to, and any print resources specified.

Other books particularly relevant to this course have been placed on three-day loan in the main library.

Materials and Equipment

Students will need access to computer, printer and Internet.

Assessment Requirements

Learning will be by lecture, individual and team work. Students are expected to devote approximately 10 hours per week (including class time) to this course in order to make satisfactory progress.

Details of all assignments will be handed out in class and posted on Blackboard.

Personal KM Strategy

A (4000 word) reflective account based on ideas raised in textbook and other sources discussing how knowledge, knowledge management and the knowledge society affect you personally, and including a personal knowledge strategy to ensure your future relevance in your chosen career(s).

Written assignment due week 10.

This assessment is worth 50 points.

Team Panel Discussion

Students will form teams of five and present a panel discussion on a current KM issue. Each panel will have a moderator and each of four students will present for 5 - 7 minutes. Moderator will introduce, summarize and lead Q&A. Panel members will present informed opinion based on research and experience.

Total length of time for each panel is 35 minutes.

Team Panel Discussion - Possible Topics

The Role of ICT in KM
KM in the Organization
The Knowledge Society
Personal KM
KM Research
Etc.

Confirm panel topic with lecturer.

Teams form on their own. Strive for diversity.

This assessment is worth 25 points (15 points will be awarded as a team grade and 10 points as an individual grade).

Exam

One-hour in-class exam.

This assessment is worth 25 points

Grading standards

Letter Grade	Number grade	Approx Dist'n *	Simple Description	More Complete Description**
A+	Over 84	4%	Outstanding	Far exceeds requirements, flawless, creative
A	80-84	10%	Excellent	Polished, original, demonstrating mastery
A-	75-79	14%	Very Good	Some originality, exceeds all requirements
B+	70-74	22%	Good	Exceeds requirements in some respects
B	65-69	26%	Satisfactory	Fulfills requirements in general
B-	60-64	18%	Acceptable	Only minor flaws. Unoriginal
C+	55-59	4%	Pass	Mistakes, recapitulation of course material
C	50-54	2%	Minimum pass	Serious mistakes or deficiencies
D	40-49	1%	Unacceptable	Little understanding, poor performance
E	00-39	1%	Fail	Below the minimum required

* This is the hypothetical percentage of students that would attain the various levels of performance, over several repetitions of the course, under similar conditions. It is recognised that the distribution in a particular course, particularly with small enrolment, may differ markedly from the long-term distribution.

** The lecturer will develop a more complete or specific description of the meaning of the various levels of performance based upon the specific nature of the assessment in a course. For example, performance may be determined by the qualities of a written report, a classroom presentation, or work in a group project. The words used to describe these kinds of assessments will obviously vary.

Format of assignments

Assignments must be submitted in hard copy to the paper Coordinator. They should be computer-formatted, 12pt font, 1.5 line spacing, single sided papers, to allow for written comments on the paper. Appendix material does not count toward the required assignment length.

Penalties

In keeping with standards of professionalism appropriate to this programme, it is expected that deadlines will be honoured. In fairness to students who complete work on time, work submitted after the due date/ time will incur penalties for lateness. The penalty is up to 5% of the report's grade per day (or part thereof) late. Unusual or unforeseeable circumstances (e.g. serious illness, family bereavement) may lead to a waiver of this penalty but need to be discussed with the paper coordinator as soon as possible.

Word limits should be adhered to, especially so when they provide a guide to limiting the student's coverage of a topic.

Mandatory Course Requirements

- Completion of individual and team assignments
- A minimum of 50% for the final test
- Submission of all group and individual projects on time and in format required
- A minimum attendance at 75% of classes.

Communication of Additional Information

Information on the course, including any changes, will be communicated via Blackboard Announcements and/or by email.

General University Policies and Statutes

Students should familiarise themselves with the University's policies and statutes, particularly those regarding assessment and course of study requirements, and formal academic grievance procedures.

Student Conduct and Staff Conduct

The Statute on Student Conduct together with the Policy on Staff Conduct ensure that members of the University community are able to work, learn, study and participate in the academic and social aspects of the University's life in an atmosphere of safety and respect. The Statute on Student Conduct contains information on what conduct is prohibited and what steps can be taken if there is a complaint. For queries about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor. This Statute is available in the Faculty Student Administration Office or on the website at: www.vuw.ac.nz/policy/StudentConduct.

The policy on Staff Conduct can be found on the VUW website at:
www.vuw.ac.nz/policy/StaffConduct.

Academic Grievances

If you have any academic problems with your course you should talk to the tutor or lecturer concerned or, if you are not satisfied with the result of that meeting, see the Head of School or the Associate Dean (Students) of your Faculty. Class representatives are available to assist you with this process. If, after trying the above channels, you are still unsatisfied, formal grievance procedures can be invoked. These are set out in the Academic Grievances Policy which is published on the VUW website:

www.vuw.ac.nz/policy/AcademicGrievances.

Academic Integrity and Plagiarism

Academic integrity is about honesty – put simply it means **no cheating**. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. Plagiarism is **prohibited** at Victoria.

The University defines plagiarism as follows:

Plagiarism is presenting someone else's work as if it were your own, whether you mean to or not.

'Someone else's work' means anything that is not your own idea, even if it is presented in your own style. It includes material from books, journals or any other printed source, the work of other students or staff, information from the Internet, software programmes and other electronic material, designs and ideas. It also includes the organization or structuring of any such material.

Plagiarism is not worth the risk.

Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct (www.vuw.ac.nz/policy/studentconduct) and may be penalized severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- suspension from class or university
- cancellation of your mark for an assessment or a fail grade for the course.

Find out more about plagiarism and how to avoid it, on the University's website at:
www.vuw.ac.nz/home/studying/plagiarism.html.

Students with Disabilities

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities an equal opportunity with all other students to demonstrate their abilities. If you have a disability, impairment or chronic medical condition (temporary, permanent or recurring) that may impact on your ability to participate, learn and/or achieve in lectures and tutorials or in meeting the course requirements, then please contact the Course Coordinator as early in the course as possible. Alternatively you may wish to approach a Student Adviser from Disability Support Services

to confidentially discuss your individual needs and the options and support that are available. Disability Support Services are located on Level 1, Robert Stout Building, or phoning 463-6070, email: disability@vuw.ac.nz. The name of your School's Disability Liaison Person can be obtained from the Administrative Assistant or the School Prospectus.

Student Support

Staff at Victoria want students' learning experiences at the University to be positive. If your academic progress is causing you concern, please contact the relevant Course Co-ordinator, or Associate Dean who will either help you directly or put you in contact with someone who can.

The Student Services Group is also available to provide a variety of support and services. Find out more at www.vuw.ac.nz/st_services/ or email student-services@vuw.ac.nz.

VUWSA employs two Education Coordinators who deal with academic problems and provide support, advice and advocacy services, as well as organising class representatives and faculty delegates. The Education Office is located on the ground floor, Student Union Building, phone 463 6983 or 463 6984, email education@vuwsa.org.nz.