

**School of Information Management**  
*Te Kura Whakaipurangi Korero*

## **MIM 503 Knowledge Management**

Trimester **2** 2006

### **COURSE OUTLINE**

#### **Contact Details**

**Lecturers:** Dr David Pauleen (Course Co-ordinator)  
Rm. 202, 42-44 Kelburn Parade  
Tel: 463 6886, e-mail: [david.pauleen@vuw.ac.nz](mailto:david.pauleen@vuw.ac.nz)  
Office hours: By appointment

#### **Class Times and Room Numbers**

Dates: 10 July – 13 October

Time: Wednesday 5.40-7.30

Venue: RWW129

#### **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 in private and public sector organizations;
- Understand the role and be able to apply information technology to knowledge management;
- Understand the effects of culture on the understanding of knowledge and the implementation of KM

## **Course Content and Readings**

### **Course Content (subject to change)**

#### **Week One – 12 July**

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

#### **Week Two – 19 July**

Definitions, Concepts and Frameworks of Knowledge and Knowledge Management -  
Knowledge Management and Strategy

#### **Week Three – 26 July**

The Role of ICT in KM

#### **Week Four – 2 August**

Personal KM

(Individual Essay assignment due today)

#### **Week Five – 9 August**

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

#### **Week Six – 16 August**

Culture and Knowledge Management

#### **Break – 21 August – 3 September**

#### **Week Seven – 6 September**

Social Capital and Social network Analysis – Guest lecturer

#### **Week Eight – 13 September**

Managing Creative Personalities  
Revisiting Personal Knowledge Strategies

#### **Week Nine – 20 September**

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

#### **Week Ten – 27 September**

Panel Discussions

#### **Week Eleven – 4 October**

Panel Discussions

#### **Week 12 – 11 October**

Exam

### **Readings**

No textbook is required. Readings will be made available to students in either hardcopy or through Blackboard. Students are responsible for printing out readings if necessary.

Students will also be expected to seek out their own resources from the library (many KM books will be on three-day reserve) 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 must have computer access. This is provided in SIM graduate lab.

### **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 (45 marks)**

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.

This assignment is due on 4 October (week 11, beginning of class)

### **Team Panel Discussion and Individual Essay (20 marks and 20 marks)**

Students will form teams of four or five and present one panel discussion each 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.

The Role of ICT in KM  
KM in the Organization  
The Knowledge Society  
Personal KM  
KM Research  
Culture and KM  
Public sector KM  
Etc.

#### **Confirm panel topic with lecturer.**

Total length of time for each panel is 35 minutes.

**The team panel discussion part of the assessment is worth 20 marks** (15 points will be awarded as a team grade and 5 points as an individual grade for presentation). **Due Weeks 10 and 11)**

**The individual essay is worth 20 marks** and will be done by each panel member and involve a 1000-1500 word research paper on each panel member's individual topic (the panel moderator must also do this paper). This paper must be well-written to academic standards. **Due date is 2 August (Week 4 beginning of class)**

## **Exam (15 marks)**

One-hour in-class exam.

### ***Grading standards***

<b>Letter Grade</b>	<b>Number grade</b>	<b>Approx Dist'n *</b>	<b>Simple Description</b>	<b>More Complete Description**</b>
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, written 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 (within 5% of stated limit), especially so when they provide a guide to limiting the student's coverage of a topic.

### **Mandatory Course Requirements**

#### **Attendance & Class Contribution**

To meet terms, students are expected to attend at least nine of the twelve sessions and participate both in class and in on-line forums (all course objectives). Please notify Dr Pauleen in advance if you are unable to attend a class.

To pass the course, you must gain a weighted average of 50% across all assignments. To obtain a fair distribution of marks relative to assignment difficulty, scaling of marks may be employed on some or all assessments.

### **Communication of Additional Information**

All notices relating to this course will be announced in class or distributed via Blackboard. The URL is: [blackboard.vuw.ac.nz](http://blackboard.vuw.ac.nz)

### **Faculty of Commerce and Administration Offices**

#### Railway West Wing (RWW) - FCA Student and Academic Services Office

The Faculty's Student and Academic Services Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications. To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

#### Easterfield (EA) - FCA/Education/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce and Administration, Education and Law is situated in the Easterfield Building - it includes the ground floor reception desk (EA005) and offices 125a to 131 (Level 1). The office is available for the following:

- Duty tutors for student contact and advice.
- Information concerning administrative and academic matters.
- Forms for FCA Student and Academic Services (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

### **General University Policies and Statutes**

Students should familiarise themselves with the University's policies and statutes, particularly the Assessment Statute, the Personal Courses of Study Statute, the Statute on Student Conduct and any statutes relating to the particular qualifications being studied; see the Victoria University Calendar available in hard copy or under 'About Victoria' on the VUW home page at [www.vuw.ac.nz](http://www.vuw.ac.nz).

### **Student 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 are to be taken if there is a complaint. For information about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor or refer to the statute on the VUW policy website at [www.vuw.ac.nz/policy/studentconduct](http://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](http://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; class representatives may be able to help you in this. If you are not satisfied with the result of that meeting, see the Head of School or the relevant Associate Dean; VUWSA Education Coordinators are available to assist in 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 at [www.vuw.ac.nz/policy/academicgrievances](http://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. The University defines plagiarism as follows:

*The presentation of the work of another person or other persons as if it were one's own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other student or staff.*

It is still plagiarism even if you re-structure the material or present it in your own style or words.

*Note: It is however, perfectly acceptable to include the work of others as long as that is acknowledged by appropriate referencing.*

Plagiarism is prohibited at Victoria and is not worth the risk. Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct and may be penalised severely. Consequences of being found guilty of plagiarism can include:

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

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

### **Students with Impairments**

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities the same opportunity as 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, 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 (DSS) to discuss your individual needs and the available options and support on a confidential basis. DSS are located on Level 1, Robert Stout Building, telephone (04) 463 6070, email [disability@vuw.ac.nz](mailto:disability@vuw.ac.nz). The name of your School's Disability Liaison Person is in the relevant prospectus or can be obtained from the School Office or DSS.

### **Student Support**

Staff at Victoria want students to have positive learning experiences at the University. Each Faculty has a designated staff member who can either help you directly if your academic

progress is causing you concern, or quickly put you in contact with someone who can. Assistance for specific groups is also available from the Kaiwawao Māori, Manaaki Pihipihinga or Victoria International.

In addition, the Student Services Group (email [student-services@vuw.ac.nz](mailto:student-services@vuw.ac.nz)) is available to provide a variety of support and services. Find out more at [www.vuw.ac.nz/st\\_services/](http://www.vuw.ac.nz/st_services/).

VUWSA employs 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 (tel. 04 463 6983 or 04 463 6984, email [education@vuwsa.org.nz](mailto:education@vuwsa.org.nz)) is located on the ground floor, Student Union Building.

**Manaaki Pihipihinga - Maori and Pacific Mentoring Programme (Faculty of Commerce and Administration)**

This is a mentoring service for Maori and Pacific students studying at all levels. Weekly one hour sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade, and Room 210 and 211, Level 2, Railway West Wing. Sessions cover drafting and discussing assignments, essay writing, and any questions that may arise from tutorials and/or lectures. A computer suite networked to Cyber Commons is available for student use.

To register with Manaaki Pihipihinga, please contact one of the following:

Puawai Wereta  
Room 210, Level 2  
Railway West Wing  
Tel. (04) 463 8997  
Email: [Puawai.Wereta@vuw.ac.nz](mailto:Puawai.Wereta@vuw.ac.nz)

Fa'afai Seiuli  
Room 109 B  
14 Kelburn Parade  
Tel. (04) 463 5842  
Email: [Faafoi.Seiuli@vuw.ac.nz](mailto:Faafoi.Seiuli@vuw.ac.nz)