

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

## **MIM 503 Knowledge Management**

Trimester 1 2008

### **COURSE OUTLINE**

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#### **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:** 24 February – 1 June

**Time:** Tuesday 5.40-7.30

**Venue:** RWW415

#### **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, including HR, IT, personal, cultural, strategic, and general management. The implementation of KM in public sector and private organizations will be highlighted through discussion, case studies and guest speakers. 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**

See handout.

### **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 Reflections and Initiatives (20 marks)**

Each student will be responsible for keeping an online blog to discuss and record reflections on class topics and discussions, as well as discuss possible personal and/or organisational KM initiatives related to these topics.

Book and readings found for essay assignments should be posted and briefly discussed.

### **Individual Essay 1 and Short Presentation (25 marks) – due 1 April**

### **Individual Essay 2 and Short Presentation (25 marks) – due 20 May**

Each individual essay is worth 25 marks will consist of a 2000 -3000 word research paper on a chosen topic. This paper must be well-written to academic standards. Possible topics include, but are not limited to:

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

Culture and KM  
Public sector KM  
Etc.

## **Take Home Exam (30 marks)**

### ***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 Administration Office**

The Student Administration 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 office on (04) 463 5376.

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

The Kelburn Campus Office for the Faculties of Commerce & Administration 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.
- FCA Student Administration forms (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

Check with the Student Administration Office for opening times (04) 463 5376.

### **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](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 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](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. 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](http://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](http://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](mailto: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/](http://www.vuw.ac.nz/st_services/) or email [student-services@vuw.ac.nz](mailto: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](mailto:education@vuwsa.org.nz).

### **Manaaki Pihipihinga Maori and Pacific Mentoring programme (Faculties of Humanities and Social sciences and Commerce and Administration).**

- **What:** Academic Mentoring for Maori and Pacific students studying at all levels in the above faculties. Weekly sessions for an hour with a mentor to go over assignments and any questions from tutorials or lectures. Registered students can use the faculty's study rooms and computer suite at any time at Kelburn and Pipitea.
- Mature student and Post grad network

If you would like to register as a mentor or mentee please contact the coordinator.

### **Where:**

Melissa Dunlop  
Programme Coordinator  
Room 109 D  
14 Kelburn Parade: back courtyard  
Ph: (04) 463 6015  
Email: [Maori-Pacific-Mentoring@vuw.ac.nz](mailto:Maori-Pacific-Mentoring@vuw.ac.nz)

Please Note: A mentoring room will also be running at Pipitea Campus starting January. Please contact the Programme Coordinator for details.