

School of Information Management
Te Kura Whakaipurangi Korero

MIM 503 Knowledge Management

Trimester Three 2009

COURSE OUTLINE

Contact Details

Lecturers: Jocelyn Cranefield (Course Co-ordinator)
Rm. 207, Easterfield Building 42-44 Kelburn Parade
E-mail: jocelyn.cranefield@vuw.ac.nz
Office hours: By appointment

Trimester Dates: 16 November 2009 - 12 February 2010

Teaching Period: 17 November-15 December 2009
19 January – 3 February 2010

Class Times and Room Numbers

Time:	Tuesdays	5.40-7.30p.m.	17/11, 24/11, 1/12, 8/12, 15/12 19/1, 26/1, 2/2
	Wednesdays	7.40- 9.30p.m.	25/11, 9/12 27/1, 3/2

Venue: Railway West Wing (RWW) 129

Withdrawal deadline:

Last day to withdraw with a refund: 24 November 2010.

Last day to withdraw without a refund (w/out Associate Dean's permission): 22 January 2010

For late withdrawal with Associate Dean (Students) permission see Section 8: Withdrawals from the Personal Courses of Study Statute at

<http://policy.vuw.ac.nz/Amphora!~~policy.vuw.ac.nz~POLICY~000000001743.pdf>

Course Objectives

This paper will present a holistic view of knowledge management (KM). It will introduce important concepts of KM and look at organisational 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 organisations 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 organisations and society;
- Understand current practices and challenges of knowledge management in its implementation in private and public sector organisations;
- 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 (subject to change)

WEEK 1

Class 1: Tuesday 17 November

Introduction; Evolution of KM – Vision, History, Status and Issues.
The Role of Knowledge in Organisations and Society

WEEK 2

Class 2: Tuesday 24 November

Definitions, Concepts and Frameworks of Knowledge and Knowledge Management

Class 3: Wednesday 25 November

Implementing Knowledge Management in Organisations

WEEK 3

Class 4: Tuesday 1 December

The Role of ICT in KM

WEEK 4

Class 5: Tuesday 8 December

Personal KM
Managing Creative Personalities

Class 6: Wednesday 9 December

Short presentations (25% Essay due)

WEEK 5

Class 7: Tuesday 15 December

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

Holiday Break – 22 December – 12 January

WEEK 6

Class 8: Tuesday 19 January

Culture and Knowledge Management

WEEK 7

Class 9: Tuesday 26 January

Broker Networks (Guest speaker tbc)

Class 10: Wednesday 27 January

The Role of Social Capital in Co-located & Virtual Environments (Guest speaker tbc)

WEEK 8

Class 11: Tuesday 2 February

Short Presentations (25% Essay due)

Class 12: Wednesday 3 February

Course Summary (& Take home test)

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 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 the SIM graduate lab.

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 the course co-ordinator, Jocelyn Cranefield, 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.

Assessment Requirements

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

A summary of assessment requirements follows. Full details of the course assignments will be handed out in class and posted on Blackboard.

Personal KM Reflections and Initiatives (20%) – ongoing (to 10 February)

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%) – due 9 December

Individual Essay 2 and Short Presentation (25%) – due 2 February

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%) – due 10 February

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, 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.

Note: Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

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

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.

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 <http://www.victoria.ac.nz/home/study/plagiarism.aspx>

Use of Turnitin

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <http://www.turnitin.com>. Turnitin is an on-line plagiarism prevention tool which compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and subject to checking by Turnitin. Turnitin will retain a copy of submitted materials on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

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.

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

See also http://www.victoria.ac.nz/st_services/mentoring/

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

For the following important information follow the links provided:

General University Policies and Statutes

http://www.victoria.ac.nz/home/about_victoria/avcadademic/Publications.aspx

Faculty of Commerce and Administration Offices

<http://www.victoria.ac.nz/fca/studenthelp/>