TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

School of Information Management
Te Kura Whakaipurangi Korero

MIM 503 Knowledge Management

Trimester Three 2010/2011

COURSE OUTLINE

Contact Details	
Paper Coordinator:	**Jocelyn Cranefield** Room 430, Rutherford House, Bunny Street, Wellington Ph:- 463 6887 Email: jocelyn.cranefield@vuw.ac.nz Appointments: If you would like to meet with me, please arrange a time and place via email or phone.
Programme Administrator:	**Usha Varatharaju** Room 520, Rutherford House, Bunny Street, Wellington Ph:- 463 5309 e-mail :- Usha.Varatharaju@vuw.ac.nz
Trimester Dates:	**Monday 15 November to Friday 17th December 2010.** **Wednesday 5th January to Friday 11th February 2011**
Class Times:	**Weekly Thursday Seminars:** 18 November 6.10 – 8.00 p.m. 25 November, 3 & 9 December 5.40 – 7.30 p.m. 6, 13, 20, 27 Jan; 3, 10 February 5.40 – 7.30 p.m. **Workshop on Assessment Requirements (Week 1):** Saturday 20 November 9.00 a.m – 12.30p.m
Venue:	**Thursday Seminars: RWW 128** **Week 1 Workshop: RWW 102**

Course withdrawal dates:
Please read the information about course withdrawal at
http://www.victoria.ac.nz/home/admisenrol/payments/withdrawlsrefunds.aspx

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.

Key learning outcomes:
- Describe the basic concepts, models and theories of knowledge management and explain their practical implications in contemporary organisations and society;

- Participate effectively in management decision-making concerning the implementation of knowledge management strategies to suit different contexts;
- Identify the need for knowledge in organisations and society;
- Identify practices and challenges of knowledge management in its implementation in private and public sector organisations;
- Outline diverse ways in which information technology can be used to support knowledge management;
- Describe the effects of culture on the understanding of knowledge and the implementation of KM

Course Content

The first half of the course (prior to Christmas) will consist of lectures, guest lectures and discussions facilitated by the course co-ordinator, designed to introduce students to KM theories, models as well as practical applications of KM. In the second half of the course, students will be required to explore a chosen aspect of KM more deeply, leading to a presentation and written assignment. Sessions 7-12 will include student-led seminars (15 minutes per speaker, inclusive of discussion time and a brief quiz.

Session No.	Date	Topic		Assessments Due		Group blogposts (article summaries & discussions)
1	18 Nov	Course overview, Evolution of KM, Role of KM in Organisations/Society				Group blogposts (article summaries & discussions)
1	20 Nov	Assessment workshop				
2	25 Nov	Key KM concepts and frameworks; perspectives on KM		Individual blogpost 1		
4	2 Dec	Implementing KM in Organisations (Guest speakers)		Individual blogpost 2		
5	9 Dec	The role of ICT in KM				
6	16 Dec	Knowledge Transfer		Case Study Analysis Individual blogpost 3		
	23 Dec	Mid trimester (Xmas/NY) break				
	30 Dec					
7	6 Jan	Seminars (themes tbc)	Policy & KM, Knowledge Economy & Society, Global KM	15 minute presentations & group discussion		Group blogposts (article summaries & discussions)
8	13 Jan		Communities of practice, social networks & SNA		Individual blogpost 4	
9	20 Jan		Web 2.0; Collaborative KM			
10	27 Jan		Roles and KM: leadership, brokerage		Individual blogpost 5	
11	3 Feb		Culture & KM, knowledge governance			
12	10 Feb		Personal KM, KM Strategy		Essay	

Tutorial: Note that there will be a mandatory tutorial on Saturday 20th November on finding and using information for academic assignment writing and the application of citation conventions. This tutorial will ensure that students are aware of the criteria by which their assignments will be marked and how to optimise their work plans and

assignment submissions. This tutorial is a valuable part of the course – according to feedback from students in previous courses. Students who miss this tutorial could have serious problems in preparing and delivering their course assignments according to specifications, with consequences for their final grades.

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 commerce 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/seminar, 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 and assessment criteria will be handed out in class and posted on Blackboard.

<u>Group blog posts – KM article summaries, reviews & discussion </u>(15%)
Ongoing to 10 February

Each group will post a brief summary (200 words) and review (50-70 words) of two assigned course readings to the class blog, add classification tags, and host a discussion about these readings. (This will be rotated so each group reviews an article/hosts a discussion about it twice during the course.)
The summary and review must be posted to http://mmimkm2011.wordpress.com/ by 5p.m.on the Tuesday prior to the class.
NOTE: The group blog is visible to all the class and will be referred to in weekly sessions. All individuals are encouraged to make use of these summaries and to participate in the online discussions as part of their weekly class preparation.

Personal KM Reflections and Initiatives (20%)
Ongoing to 10 February
Each student will keep a private online blog in which they will record their reflections on weekly readings, class topics and discussions, and thoughts on personal and/or organisational KM initiatives related to these topics. The objective is to critically reflect on KM concepts and to apply these ideas to familiar organisational, community and/or personal contexts. Any books and readings found for essay assignments should be referred to and briefly discussed.

NOTE: These blogs are private and will not be referred to without students' prior permission. Each student must write at last five posts. The total mark will be based on the best four posts.

Individual Assignment 1: Case Study Analysis (25%)
Due Thursday 16 December 5.30 p.m.
A written analysis of a knowledge management case study, requiring problem identification and framing of solutions. The case study and questions will be made available in week 2 of the course. Word count – approximately 2000 words.

Individual Assignment 2: Seminar Presentation (10%)
Each student will give a 10-minute presentation on a KM theme, drawing on research literature relating to a weekly theme, and facilitate a 5-minute discussion on related issues (Sessions 7-12).

Individual Assignment 3: Essay (25%)
Due Monday 7 February 5.30 p.m.
A 3000-word research paper on a chosen topic. This paper must be well written to academic standards. The topic must be approved by the course co-ordinator. Topic areas include, but are not limited to: The Role of ICT in KM, KM in the Organization, Knowledge Governance, Managing Knowledge Brokers, Web 2.0 and Knowledge Management, The Knowledge Society, Personal KM, KM Research, Culture and KM, Public sector KM etc.

Class Participation (5%)
This mark is based on active contribution to class and online discussions, demonstrated familiarity with the course readings/content and the critical application of KM theories/terms/models in these discussions.

Feedback on assessments

- Individual blogposts will be assessed within one week of posting (via online comments on the private blogs.) Selected students may be asked for permission to share a post anonymously, as examples of effective reflection. This is optional.
- The group blogposts/discussions (two sets of blog activity per group) will be marked in two rounds – the first mark out of 7 will be available at the first class after the break, and on Blackboard. The second mark will be available at the end of February. .
- The case study analysis will be marked according to the marking rubric supplied on Blackboard. It will be returned to students with comments (and the mark will be posted on Blackboard) at the first class after the Christmas break (January 6).
- The final written essay and the individual particiaption will be marked according to the marking rubric on Blackboard. The grades and feedback will be available by the end of February 2011.

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

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	Fulfils 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 sued 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.

Examinations

- There is no final examination for this course. Course grades will be derived from the assessment items identified above.

Communication of Additional Information

Additional course information will be conveyed to students in class, by email or by posting the information to the course Blackboard site. Please monitor your email and the course Blackboard regularly.

For the following important information follow the links provided:

General University Policies and Statutes
http://www.victoria.ac.nz/home/about/policy/academic.aspx

Faculty of Commerce and Administration Offices
http://www.victoria.ac.nz/fca/studenthelp/Contactus.aspx

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.*

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

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.

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.

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/

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