TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

School of Information Management

MMIM 503 KNOWLEDGE MANAGEMENT

Trimester 3, 2014

COURSE OUTLINE

Names and Contact Details

Course Coordinator:	**Dr Jocelyn Cranefield**
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	Appointments: By appointment or Tuesdays 12-2p.m.
Programme Administrator:	**Usha Varatharaju**
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Trimester Dates
Monday 17th November 2014 – Friday 13th February 2015

Withdrawal from Course
1.   Your fees will be refunded if you withdraw from this course on or before 28 November 2014.
2.   The standard last date for withdrawal from this course is 27 January 2015.

After the date stated in #2, students forced to withdraw by circumstances beyond their control must apply for permission on an '*Application for Associate Dean's Permission to Withdraw Late*' including supporting documentation. The application form is available from either of the Faculty's Student Customer Service Desks or online.

Class Times and Room Numbers
Mondays 17:40 – 19:30   GBG04
Note: There is no class on 5th January or 19th January (Wellington Anniversary Day). In lieu of a class on 5th January, there will be a class on Wednesday 21st January.

Course Delivery
The first half of the course 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 explore a chosen aspect of KM more deeply, leading to a presentation and written assignment. Sessions 7-11 include student-led seminars (15 minutes per speaker, inclusive of discussion time and a brief quiz). Online discussions form an ongoing part of the course.

Group Work
This course involves group work (15% of the final grade). This work comprises a weekly online blog assignment that will be rotated amongst groups, requiring 2-3 hours per week.

Expected Workload
The course will take an estimated 150 hours. This includes weekly two-hour classes, ongoing reading, weekly blogging and preparation time, and time spread across the term and holiday period for working on the group and individual assignments. (You should expect to spend an average of 10 hours per week on the course in addition to attending lectures/seminars.)

<u>**Prescription**</u>
Important concepts of information resources management and knowledge management. Data, information, and knowledge, the relationships between information and organisation, important information-related roles and behaviours, information professions, information resources management, information stewardship.

<u>**Course Learning Objectives**</u>
This paper presents a holistic view of knowledge management. It introduces important concepts of knowledge management (KM), and looks at organizational and societal KM from a variety of perspectives, including HR, IT, personal, 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:
 Understand the basic concepts, models and theories of knowledge management and the practical implications of these in contemporary organizations and society (LO1);
- Identify the competitive need for knowledge in organizations and society (LO2);
- Understand current practices and challenges of knowledge management in its implementation in private and public sector organizations (LO3);
- Understand the role of IT in and be able to apply IT to knowledge management (LO4);
- Understand the effects of culture on the understanding of knowledge and the implementation of KM (LO5)

Course Content

Week	Date	Topic		Assessments Due		
1	17 Nov	Course overview; Role of KM in organisations & society				
2	24 Nov	What is knowledge? Why manage it? Concepts, frameworks, context		Individual blogpost 1		Group blog: article summaries & online discussions
3	1 Dec	Knowledge Creation & Transfer		Individual blogpost 2		
4	8 Dec	Knowledge Management & IT				
5	15 Dec	Knowledge Management Strategy		**Case Study Analysis**		
Mid-trimester/end of year break 24 Dec - 4 Jan						
6	5 Jan	No class				
7	12 Jan	Seminars (themes tbc)	Knowledge Economy & Society, Implementing KM in organisations	15 minute presentations & discussions: weekly theme	Individual blogpost 3	Group blog: article summaries & online discussions
8	21 Jan **WED**		Collaborative KM (1): Communities & Networks			
9	26 Jan		Collaborative KM (2): Using Web 2.0/social media		Individual blogpost 4	
10	2 Feb		KM Roles: leaders & brokers, personal KM			
11	9 Feb		Culture & KM, knowledge governance		**Final Essay**	

Readings
Students are required to purchase the case study (available as 'Student Notes' for MMIM 503). The notes will be available from VicBooks, Ground Floor, Rutherford House (open 8.30am-6pm Mon-Fri). The price is expected to be around $20 or less.

Recommended reading: Jashapara, A (2011): Knowledge management: An Integrated Approach Prentice-Hall. (A few copies are available on close reserve in the Commerce Library.) Purchasing this book is not mandatory.

Readings will be made available to students via Blackboard. Every student is required to read and explore the subject using the material provided, the web sites pointed to, and any print resources specified. Students are also expected to seek out their own resources from the library (some KM books are on three-day reserve) and the Internet. A small collection of books particularly relevant to this course have been placed on three-day loan in the commerce library. Please note that the library closes in late December for the Christmas/New Year break. (3 day loan books can be borrowed over this period.)

Materials and Equipment
Students must have computer and Internet access.

Assessment
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.

Group blog posts – KM article summaries, reviews & discussion (15%) LO 1-5
17 November -9 February (weekly work rotated amongst groups)
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 initiate and facilitate an online discussion about these readings. (This will be rotated so that each group reviews articles and hosts discussions twice during the course.) The summary and review must be posted to the blog URL by 3p.m..on the Sunday prior to each class, so there is time for other class members to engage in the discussion.

NOTE: The group blog is visible to all the class, but is not able to be reached using search engines. It 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%) LO 1-5
Ongoing to 9 February
Each student will keep a private online diary (a personal weblog on Blackboard) 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, can only been viewed by the lecturer, and will not be referred to without students' prior permission. Each student must write at last four posts. The mark will be based on the best four posts.

Individual Assignment 1: Case Study Analysis (20%) LO 1, 3, 4, 5
Due Wednesday 17th 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%) LO 1,3
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 7-11).

Individual Assignment 3: Essay (25%) LO 1-5 **Due Friday 13th 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.

Individual Class & Blog Participation (10%) LO 1,3
This mark is based on active and rich contribution to the face-to-face and the weekly
online blog discussions that are initiated by groups, as well as 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 1-2 weeks 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 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 at the first class after the Christmas
  break.
- The final written essay and the individual particiaption will be marked according to the
  marking rubric on Blackboard. Grades/feedback will be available in late February.

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 10% of stated
limit).

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 submitted to Turnitin. A copy of submitted materials will be retained 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.

Mandatory Course Requirements

In addition to obtaining an overall course mark of 50 or better, students must attend at least eight of the lectures/seminars. If you cannot complete an assignment refer to www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat

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.

Student feedback

Student feedback on University courses may be found at www.cad.vuw.ac.nz/feedback/feedback_display.php

Link to general information

For general information about course-related matters, go to http://www.victoria.ac.nz/vbs/studenthelp/general-course-information

Note to Students

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 academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

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