Description: Knowledge Management Systems

<table>
<thead>
<tr>
<th>Subject</th>
<th>Cat-Nbr</th>
<th>Class</th>
<th>Term</th>
<th>Mode</th>
<th>Units</th>
<th>Campus</th>
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<tr>
<td>CIS</td>
<td>3004</td>
<td>20677</td>
<td>1, 2003</td>
<td>EXT</td>
<td>1.00</td>
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Academic Group: FOBUS
Academic Org: FOB005
HECS Band: 2
ASCED Code: 020307

STAFFING
Examiner: Anita Ryle
Moderator: Rohan Genrich

PRE-REQUISITES
Pre-requisite: CIS1001

RATIONALE
The growing importance of knowledge-management systems in the form of artificial intelligence, knowledge-based systems, executive information systems, and decision and group support software requires new skills to be able to develop and implement these systems in a business environment. Organisations are increasingly using decision support software and executive information systems to help managers in decision making. Skills in developing these systems will play an increasing part in applying technology to business needs. This course provides the student with both theoretical knowledge and practical experience in the analysis of applications suited to knowledge management software and in the development and implementation of systems which process knowledge rather than data.

SYNOPSIS
This course introduces the student to the important field of knowledge management systems in a business environment by examining Knowledge-base Systems, Executive Information Systems, Decision and Group Support Software and Groupware. The emphasis throughout is on the practical use of software to assist the manager in the decision making process. Practical experience in the development of Decision Support Systems using Visual Basic for Applications (VBA) and the exportation of this knowledge into Extendible Markup Language (XML) and the utilization of Cascading Style Sheets (CSS) plays a major role in this course. In addition issues central to the development and implementation of knowledge
management systems are examined as well as the impact of leading edge technologies in this area.

**OBJECTIVES**

On successful completion of this course, a student will be able to:

- understand the terminology and concepts in Knowledge Management Systems and all categories of Decision Support Software;
- apply and evaluate decision software in a business environment;
- demonstrate practical skills in developing DSS and Groupware Systems using Excel with Visual Basic for Applications (VBA) and XML development tools;
- understand current developments in knowledge management software and evaluate their impacts on business.

**TOPICS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Weighting (%)</th>
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<tbody>
<tr>
<td>1. Module 1: Overview of Knowledge Management</td>
<td>3.00</td>
</tr>
<tr>
<td>2. Module 2: Knowledge Management System</td>
<td>6.00</td>
</tr>
<tr>
<td>3. Module 3: Knowledge Acquisition, Validation and Representation</td>
<td>6.00</td>
</tr>
<tr>
<td>4. Module 4: Decision Support Systems and the Decision Maker</td>
<td>6.00</td>
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<td>5. Module 5: Making Decisions and Decision in Organisations</td>
<td>6.00</td>
</tr>
<tr>
<td>6. Module 6: Group Decision Support, Groupware</td>
<td>3.00</td>
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<tr>
<td>7. Module 7: Executive Information Systems, and Intelligent Agents</td>
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<tr>
<td>8. Module 8: Development and Management of Knowledge Management Systems</td>
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<td>9. Module 9: Data Warehousing</td>
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<td>10. Module 10: Data Mining</td>
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<tr>
<td>11. Module 11: Creative Decision Making</td>
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<tr>
<td>12. Module 12: Future Directions</td>
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<tr>
<td>13. Practical: VBA with Excel &amp; XML Development</td>
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**TEXT and MATERIALS required to be PURCHASED or ACCESSED:**

Books can be ordered by fax or telephone. For costs and further details use the 'Book Search' facility at http://bookshop.usq.edu.au by entering the author or title of the text.

We recommend that you use Microsoft Excel 2000, Microsoft Internet Explorer 5.5 (or later), and Microsoft WordPad (included with Microsoft Windows 98 (or later))

REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.


((revised edition))


STUDENT WORKLOAD REQUIREMENTS

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>HOURS</th>
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<tr>
<td>Private Study</td>
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**ASSESSMENT DETAILS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks Out of</th>
<th>Wtg(%)</th>
<th>Required</th>
<th>Due Date</th>
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<tr>
<td>ASSIGNMENT 1</td>
<td>100.00</td>
<td>15.00</td>
<td>Y</td>
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<tr>
<td>ASSIGNMENT 2</td>
<td>100.00</td>
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<td>30 May 2003</td>
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<tr>
<td>3 HOUR EXAMINATION</td>
<td>100.00</td>
<td>60.00</td>
<td>Y</td>
<td>END S1 (see note )</td>
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**NOTES:**
- The examination is scheduled to be held in the end-of-semester examination period. Students will be advised of the official examination date after the timetable has been finalised.

**IMPORTANT ASSESSMENT INFORMATION**

1. **Attendance requirements:**
   - If you are an International student in Australia it is a requirement of your student visa that you attend all classes at your campus. For all other students, there are no attendance requirements for this course. However, it is the students' responsibility to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration.

2. **Requirements for students to complete each assessment item satisfactorily:**
   - To complete the assignments satisfactorily, students must obtain at least 50% of the marks available for the assignments in aggregate. To complete the examination satisfactorily, students must obtain at least 50% of the marks available for the examination.

3. **Penalties for late submission of required work:**
   - If students submit assignments after the due date without prior approval then a penalty of 20% of the total marks gained by the student for the assignment will apply for each working day late.

4. **Requirements for student to be awarded a passing grade in the course:**
   - To be assured of receiving a passing grade a student must attempt all of the summative assessment items, achieve an aggregated mark of at least 50% in the total marks allocated for the assignments, achieve at least 50% in the examination, and at least 50% of the available weighted marks for the summative assessment items.

5. **Method used to combine assessment results to attain final grade:**
   - The final grades for students will be assigned on the basis of the weighted aggregate of the marks (or grades) obtained for each of the summative assessment items in the course.

6. **Examination information:**
   - This is a restricted examination. Candidates are allowed access to specific materials during the examination. The only materials that candidates may use in the examination for this course are (i) Writing materials: non-electronic and free from material which could give the student an unfair advantage in the examination; (ii)
Translation dictionaries: with the Examiner's approval, candidates may, take an appropriate non-electronic translation dictionary into the examination. This will be subject to perusal and, if it is found to contain annotations or markings that could give the candidate an unfair advantage, it may be removed from the candidate's possession until the appropriate disciplinary action is completed.

7 Examination period when Deferred/Supplementary examinations will be held:
Any Deferred or Supplementary examinations for this course will be held during the next examination period.

8 University Regulations:
Students should read USQ Regulations 5.1 Definitions, 5.6 Assessment, and 5.10 Academic Misconduct for further information and to avoid actions which might contravene University Regulations. These regulations can be found at the URL: http://www.usq.edu.au/SECARIAT/calendar/Part5/ or in the printed version of the current USQ Handbook. Students should also read The Guide to Policies and Procedures of the Faculty which can be found at the URL: http://www.usq.edu.au/handbook/2003/business/polproc/index.htm or in the printed version of the current USQ Handbook.

ASSESSMENT NOTES

1 Assignments: (i) The due date for an assignment is the date by which a student must despatch the assignment to the USQ. The onus is on the student to provide proof of the despatch date, if requested by the Examiner. (ii) Students must retain a copy of each item submitted for assessment. This must be produced within five days if required by the Examiner. (iii) The Examiner may grant an extension of the due date of an assignment in extenuating circumstances. Students may apply for an extension through the DEC before the due date or by including an application with the submitted assignment after the due date. Such applications should be in writing and include supporting documentary evidence. The authority for granting extensions rests with the relevant Examiner. (iv) The Examiner will normally only accept assessments that have been written, typed or printed on paper-based media. (v) Students who do not have regular access to postal services or who are otherwise disadvantaged by these regulations may be given special consideration. They should contact the Examiner to negotiate such special arrangements. (vi) In the event that a due date for an assignment falls on a local public holiday in their area, such as a Show holiday, the due date for the assignment will be the next day. Students are to note on the assignment cover the date of the public holiday for the Examiner's convenience.

2 Guidelines for Assignments: Unless otherwise directed by the Examiner, all written and oral assignments submitted by students must conform to the guidelines laid out in the 'Communication skills handbook: How to succeed in written and oral communication' and the 'Information systems developers handbook: A road map for students'. Any work not prepared in accordance with these guidelines may be subject to penalty or requirement for resubmission.

3 Course Weightings: Course weightings of topics should not be interpreted as applying to the number of marks allocated to questions testing those topics in an examination paper. The examination may test material already tested in assignments.
4 Make-up Work: Students who have undertaken all of the required assessments in a course but who have failed to meet some of the specified objectives of a course within the normally prescribed time may be awarded the temporary grade: IM (Incomplete - Make up). An IM grade will only be awarded when, in the opinion of the Examiner, a student will be able to achieve the remaining objectives of the course after a period of non-directed personal study.

5 Deferred Work: Students who, for medical, family/personal, or employment-related reasons, are unable to complete an assignment or to sit for an examination at the scheduled time may apply to defer an assessment in a course. Such a request must be accompanied by appropriate supporting documentation. One of the following temporary grades may be awarded: IDS (Incomplete - Deferred Examination); IDM (Incomplete Deferred Make-up); IDB (Incomplete - Both Deferred Examination and Deferred Make-up).

7 Appeals: Any appeal against the award of a grade in the course will be conducted in accordance with University Regulations. These Regulations are published in the University Handbook.

OTHER REQUIREMENTS

1 E-mail and Internet Access: Students will require access to e-mail and Internet access to USQConnect for this course.