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|  | | **ASSIGNMENT COVER PAGE** | | | C:\Users\hoching.tay\Desktop\Lincoln_UK_06092017-01.png |
| **Programme** | | | **Course Code and Title** | | |
| Bachelor of Information Systems (Hons) | | | CSS3133 Knowledge Management | | |
| **Students names & IDs** | | | **Lecturer’s name** | | |
|  | | | Farhana Aini Binti Saludin | | |
| **Date issued** | **Submission Deadline** | | | **Indicative Weighting** | |
| Week 6 – 5/7/2023 | Week 10 – 2/8/2023 | | | 30% | |
| **Assignment 2 title** | Practical Application of Knowledge Management Tools | | | | |
| This assessment assesses the following course learning outcomes | | | | | |
| **# as in Course Guide** | **UOWM KDU Penang University College Learning Outcome** | | | | |
| **CLO2** | Apply the key tools and techniques used in knowledge management applications. (C3, PLO2) | | | | |
| **CLO3** | Apply knowledge management system for an organization. (P4, PLO3) | | | | |
| **# as in Course Guide** | **University of Lincoln Learning Outcome** | | | | |
| **N/A** | N/A | | | | |
| **Student’s declaration** | | | | | |
| I certify that the work submitted for this assignment is my own and research sources are fully acknowledged.  Student’s signatures: Submission Date: | | | | | |

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| **Dates and Mechanisms for Assessment Submission and Feedback** | |
| **Mechanism for handout to students** | MS Teams LMS |
| **Mechanism for submission of work by student** | *Softcopy online submission via Open Learning (OL)* |
| **Date by which work, feedback and marks will be returned to students** | 16/08/2023 |
| **Mechanism for return of assignment work, feedback and marks to students** | Feedback will be provided by a marking template. This will be available to students via MS Teams. The discussions at the walkthroughs will also provide informal feedback |

# COURSEWORK SUBMISSION GENERAL INFORMATION

# Academic Integrity Statement

You must adhere to the university college regulations on academic conduct. Formal inquiry proceedings will be instigated if there is any suspicion of plagiarism or any other form of misconduct in your work. Students must **NOT** collude with other students or plagiarize their work.

**We practice zero tolerance towards plagiarism, and we use Turnitin to evaluate the similarity index. Your similarity index score must not exceed 20%.**

**Your tasks must be your own work. Unless the use of Artificial Intelligence (AI) is permitted in your assessment task, using AI to complete your assignment is a form of plagiarism.**

# Nature of the submission required

A softcopy of your assignment in **PDF version** should be submitted to lecturer, no later than the date and time stipulated on the cover sheet. In addition, an electronic copy of your work must be submitted to Turnitin. The first page of your report, immediately after the cover page, must be a page from Turnitin clearly showing your name and your Originality Score (Please refer to [submission arrangement](#_Submission_arrangement)).

Diagrams may be used where they are helpful to support your arguments or description. If they are not your own work, the source must be referenced. Please help us to handle and mark your work efficiently.

# Documentation guidelines

Student is required to submit a **SOFTCOPY** of the report and ensure that it use the following formatted styles: 1) Font type: **ARIAL**, 2) Font size: **11** **pt**., 3) Line spacing: **Single spacing** and 4) Page layouts: **Justify**. Please make sure you have proper format alignment for all paragraphs, following standard writing style and use **HARVARD CITATION STYLE** for citation. Please include a **HEADER** with the following information: **Student ID, Student name, Course code and Assignment type**. Please also include a proper cover page for your submission which contains information about the students, assignment, course, and department with KDU and University of Lincoln (UoL) logos on top. Also include page number and list of references, which is shown in the last page.

# Penalties for Late Submission

For late submission of this Assignment, a penalty of a reduction by 10% of the maximum mark may be applicable for each Calendar Day or part thereof that the submission is late. An Assignment submitted more than **TEN** Calendar Days after the deadline will have a mark of zero recorded for this Assignment.

# Submission arrangement

1. Cover page
2. Turnitin similarity report
3. Table of Content
4. Main Report
5. Reference List or Bibliography List (whichever applicable)
6. Marking Rubric (in landscape orientation)

# Assignment instructions/Background

**CSS3133/N Knowledge Management**

**Assignment 2 – Practical Application of Knowledge Management Tools**

**Total Marks: 100 (Weighted @ 30%)**

**This is a group assignment (3-4 persons) with an individual component.**

InnoTech Solutions is a dynamic and agile technology company that specializes in delivering cutting-edge software solutions and consulting services to businesses across various industries. Their team comprises highly skilled professionals with expertise in software development, data analytics, cloud computing, and emerging technologies. InnoTech Solutions aims to be at the forefront of innovation, providing clients with tailored solutions that drive their digital transformation initiatives. InnoTech Solutions understands that its employees possess a wealth of knowledge and expertise acquired through their experience and continuous learning. InnoTech Solutions frequently hires new employees to meet the growing demands of its clients.

Consequently, InnoTech Solutions has appointed your team of consultants to assist them in setting up a Knowledge Management System (KMS) that will form a repository for its knowledge base and an interactive resource for its employees

**TASKS:**

As consultants, you are required to prepare a proposal that will enable InnoTech Solutions to setup their KMS effectively. In your proposal, you must:

|  |  |
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| **Group-Based Tasks:**   1. Provide the choice of 2-3 knowledge management (KM) tools and/or technologies that might be useful in: | |
| * 1. The knowledge creation and capture phase   2. The knowledge sharing and dissemination phase   3. The acquisition and application phase | (20 marks)  (20 marks)  (20 marks) |
| Note: You will need to ***justify*** the choice of tools and include the ***pros and cons*** of each tool to enable DDS to make a more objective decision when choosing the right tool to apply. | |
| 1. For the tools described above, discuss how these tools may be applied at the individual, group and organizational level, and whether they would require different degrees of standardization, maintenance or training. | (20 marks) |
| **Individual Task:**   1. Discuss how you would attempt to accommodate different user skills levels and expectations that will be using the KMS, in particular the type of tools you would recommend for the baby boomer versus the millennial generation users amongst the agents and customers. | (20 marks) |

**Requirements:**

For group-based tasks, submit a written report of between 1500-2000 words explaining your choices.

For the individual task, submit a written report of up to 500 words discussing the tools you would recommend to accommodate those levels and expectations.

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| **MARKING RUBRIC**  **CSS3133/N Knowledge Management**  **Assignment [2]** | | | | | | | | | |
| ***Student ID: Student Name:***  ***Student ID: Student Name:*** | | | | | ***Student ID: Student Name:***  ***Student ID: Student Name:*** | | | | |
| **LEARNING OUTCOME** | **MARKING CRITERIA** | **SCALE** | | | | | | | |
| **Fail**  **(0-49)** | **3rd Class**  **(50-59)** | **2nd Lower Class**  **(60-69)** | | **2nd Upper Class**  **(70-79)** | **1st Class**  **(80-100)** | **Task Marks**  **(Max. 100)** | **Weighted Task Marks** |
| CLO2: Apply the key tools and techniques used in knowledge management applications. (C3, PLO2) | **GROUP-BASED TASKS:** | | | | | | | | |
| **Task 1:** | | | | | | | | |
| **Justify the choice of tools for knowledge creation and capture**  **(20 Marks)** | *Justification of the choice of tools is very poor to weak.* | *Justification of the choice of tools is limited and/or superficial.* | *Justification of the choice of tools is generally relevant but not always extensive.* | | *Justification of the choice of tools is mostly up to date and significantly relevant with most aspects being broad and/or deep.* | *Justification of the choice of tools is up to date and completely relevant with almost all aspects being broad and/or deep.* |  | /20 |
| **Justify the choice of tools for knowledge sharing and dissemination**  **(20 Marks)** | *Justification of the choice of tools is very poor to weak.* | *Justification of the choice of tools is limited and/or superficial.* | *Justification of the choice of tools is generally relevant but not always extensive.* | | *Justification of the choice of tools is mostly up to date and significantly relevant with most aspects being broad and/or deep.* | *Justification of the choice of tools is up to date and completely relevant with almost all aspects being broad and/or deep.* |  | /20 |
| **Justify the choice of tools for knowledge acquisition and application**  **(20 Marks)** | *Justification of the choice of tools is very poor to weak.* | *Justification of the choice of tools is limited and/or superficial.* | *Justification of the choice of tools is generally relevant but not always extensive.* | | *Justification of the choice of tools is mostly up to date and significantly relevant with most aspects being broad and/or deep.* | *Justification of the choice of tools is up to date and completely relevant with almost all aspects being broad and/or deep.* |  | /20 |
| **Task 2:** | | | | | | | | |
| **Discuss the application of KM tools in various levels**  **(20 marks)** | *Discussion of application of KM tools in various levels is very poor to fairly weak.* | *Discussion of application of KM tools in various levels is limited and/or superficial.* | *Discussion of application of KM tools in various levels is generally relevant but not always extensive.* | | *Discussion of application of KM tools in various levels is mostly up to date and significantly relevant with most aspects being broad and/or deep.* | *Discussion of application of KM tools in various levels is up to date and completely relevant with almost all aspects being broad and/or deep.* |  | /20 |
| CLO3 : Apply knowledge management system for an organization. (P4, PLO3) | **INDIVIDUAL TASK:** | | | | | | | | |
| **Task 3:** | | | | | | | | |
| **Discussion of how user skill levels and expectations are met**  **(20 marks)** | *Discussion of how user skill levels and expectations are met is very poor to weak.* | *Discussion of how user skill levels and expectations are met is limited and/or superficial.* | *Discussion of how user skill levels and expectations are met is generally relevant but not always extensive.* | | *Discussion of how user skill levels and expectations are met is mostly up to date and significantly relevant with most aspects being broad and/or deep.* | *Discussion of how user skill levels and expectations are met is up to date and completely relevant with almost all aspects being broad and/or deep.* |  | /20 |
|  | **Total** | | | | | | | | /100 |
|  | **Weighted Total @ 30** | | | | | | | | /30 |
| Comments: |  | | | | | | | | |