



Unit: Information Systems and Knowledge Management

Assignment

Summer 2019 – Summer 2022

Marking Scheme

Markers are advised that, unless a task specifies that an answer be provided in a particular form, then an answer that is correct (factually or in practical terms) **must** be given the available marks. If there is doubt as to the correctness of an answer, the relevant NCC Education materials should be the first authority.

This marking scheme has been prepared as a **guide only** to markers and there will frequently be many alternative responses which will provide a valid answer.

Each candidate's script must be fully annotated with the marker's comments (where applicable) and the marks allocated for each part of the tasks.

Throughout the marking, please credit any valid alternative point.

Where markers award half marks in any part of a task, they should ensure that the total mark recorded for the task is rounded up to a whole mark.

Marker's comments:

Moderator's comments:

Mark:

Moderated mark:

Final mark:

Penalties applied for academic malpractice:

Task 1

Total 25 Marks

Critically evaluate how the current information systems and knowledge management approaches of YourOrg allow them to meet their strategic aims and contribute to their overall success. Use supporting evidence from your research into YourOrg.

Learning Objectives 1 & 2				
0-6 marks	7-9 marks	10-14 marks	15-17 marks	18-25 marks
Basic understanding of information and knowledge management systems and approaches at YourOrg and beyond.	Limited analysis and understanding of information and knowledge management systems and approaches at YourOrg and beyond.	Consistent analysis and understanding of information and knowledge management systems and approaches at YourOrg and beyond.	Critical analysis and understanding of information and knowledge management systems and approaches at YourOrg and beyond.	Consistently critical analysis and understanding of information and knowledge management systems and approaches at YourOrg and beyond.
Basic ability to evaluate how ISKM at YourOrg help them meet their strategic aims	Limited ability to critically evaluate how ISKM at YourOrg help them meet their strategic aims	Adequate ability to critically evaluate how ISKM at YourOrg help them meet their strategic aims	Sound ability to critically evaluate how ISKM at YourOrg help them meet their strategic aims	Comprehensive ability to critically evaluate how ISKM at YourOrg help them meet their strategic aims
Makes basic judgements about how ISKM at YourOrg contribute to their success.	Makes limited judgements about how ISKM at YourOrg contribute to their overall success.	Makes appropriate judgements about how ISKM at YourOrg contribute to their overall success.	Makes sound judgements about how ISKM at YourOrg contribute to their overall success.	Makes highly appropriate judgements about how ISKM at YourOrg contribute to their overall success.
Undertakes basic application of models, such as DIKAR , SECI etc.	Undertakes limited application of appropriate models, such as DIKAR , SECI etc, leading to limited assessment.	Applies appropriate models, such as DIKAR , SECI etc, leading to justified assessment.	Undertakes sound application of appropriate models, such as DIKAR , SECI etc, leading to justified and appropriate assessment.	Undertakes coherent application of appropriate models, such as DIKAR , SECI etc, leading to well justified and highly appropriate assessment.
Basic use of supporting evidence sometimes leading to basic conclusions.	Limited use of supporting evidence leading to limited conclusions.	Appropriate use of supporting evidence leading to acceptable conclusions.	Sound use of supporting evidence leading to appropriate conclusions.	Excellent use of supporting evidence leading to convincing conclusions.

Task 2

Total 25 Marks

Apply appropriate tools and techniques introduced in the unit to create a clearly articulated ISKM strategy for YourOrg. Focus on a particular area or part of the business where you consider the current information and knowledge management strategy can be improved over the short and long term.

(e.g., in the Formula One example above, you could concentrate on one of the teams, or on a particular racing circuit)

0-5 marks	6-10 marks	11-15 marks	16-18 marks	19-25 marks
<p>Basic use of tools and techniques to create a basic ISKM strategy broadly related to area where ISKM can be improved.</p> <p>Demonstrates a basic ability to justify the approach taken to creating the strategy.</p> <p>Basic articulation of how proposed strategy will improve area identified.</p> <p>Makes basic judgments about impact of proposed improvements on YourOrg.</p>	<p>Limited use of tools and techniques to create a limited ISKM strategy related to area where ISKM can be improved.</p> <p>Demonstrates a limited ability to justify the approach taken to creating the strategy.</p> <p>Limited articulation of how proposed strategy will improve area identified.</p> <p>Makes limited judgments about impact of proposed improvements on YourOrg.</p>	<p>Appropriate use of tools and techniques to create an appropriate ISKM strategy focused on area where ISKM can be improved.</p> <p>Demonstrates an adequate ability to justify the approach taken to creating the strategy.</p> <p>Adequate articulation of how proposed strategy will improve area identified.</p> <p>Makes appropriate judgments about short and long term impact of proposed improvements on YourOrg.</p>	<p>Strong use of tools and techniques to create a well justified and very appropriate ISKM strategy focused on area where ISKM can be improved.</p> <p>Demonstrates a strong ability to critically justify the approach taken to creating the strategy.</p> <p>Well-structured and persuasive articulation of how ISKM strategy will improve area identified.</p> <p>Makes very appropriate judgments about short and long term impact of proposed improvements on YourOrg.</p>	<p>Excellent use of tools and techniques to create a convincing and highly appropriate ISKM strategy clearly focused on area where ISKM can be improved.</p> <p>Demonstrates a comprehensive ability to critically justify the approach taken to creating the strategy.</p> <p>Clear and convincing articulation of how ISKM strategy will improve area identified.</p> <p>Makes highly appropriate judgments about short and long term impact of proposed improvements on YourOrg.</p>

Task 3

Total 25 Marks

Produce a plan, using appropriate methodologies, to deliver the ISKM strategy you have identified. Pay close attention to resource and investment requirements.

0-5 marks	6-10 marks	11-15 marks	16-18 marks	19-25 marks
<p>Undertakes basic application of generally appropriate methodologies to identify a limited number of resource and investment requirements</p> <p>Produces a basic plan</p> <p>Demonstrates basic analysis of what will deliver the improvements identified in Question 2.</p> <p>Makes basic judgements about some of the implications of the plan.</p>	<p>Undertakes limited application of appropriate methodologies to identify some resource and investment requirements</p> <p>Produces a limited plan based on some evidence.</p> <p>Demonstrates limited analysis of what will deliver the improvements identified in Question 2.</p> <p>Makes limited judgements about the implications of the plan.</p>	<p>Applies appropriate methodologies to identify most of the key resource and investment requirements</p> <p>Produces an appropriate plan based on sufficient supporting evidence.</p> <p>Demonstrates appropriate analysis of what will deliver the improvements identified in Question 2.</p> <p>Makes appropriate judgements about the long and short-term implications of the plan.</p>	<p>Undertakes sound critical application of appropriate methodologies to identify the majority of the key resource and investment requirements</p> <p>Produces a strong, coherent plan based on sound supporting evidence.</p> <p>Demonstrates sound critical analysis of what will effectively deliver the improvements identified in Question 2.</p> <p>Makes very appropriate judgements about the long and short-term implications of the plan.</p>	<p>Undertakes coherent and critical application of appropriate methodologies to identify all key resource and investment requirements.</p> <p>Produces a comprehensive, well-structured plan based on highly appropriate supporting evidence.</p> <p>Demonstrates highly appropriate critical analysis of what will most effectively deliver the improvements identified in Question 2.</p> <p>Makes highly appropriate judgements about the long and short-term implications of the plan.</p>

Task 4

Total 25 Marks

Critically discuss how strategic alignment and capability maturity models might be applied to ensure the continuing effectiveness and good governance of your ISKM strategy over time.

0-5 marks	6-10 marks	11-15 marks	16-18 marks	19-25 marks
Demonstrates basic understanding of strategic alignment and capability maturity models	Demonstrates limited understanding of strategic alignment and capability maturity models	Demonstrates consistent understanding of strategic alignment and capability maturity models	Demonstrates critical understanding of strategic alignment and capability maturity models	Demonstrates consistently critical understanding of strategic alignment and capability maturity models
Demonstrates basic understanding of good governance in the context of the proposed ISKM strategy for YourOrg.	Demonstrates limited understanding of good governance in the context of the proposed ISKM strategy for YourOrg.	Demonstrates consistent understanding of good governance in the context of the proposed ISKM strategy for YourOrg.	Demonstrates critical understanding of good governance in the context of the proposed ISKM strategy for YourOrg.	Demonstrates consistently critical understanding of good governance in the context of the proposed ISKM strategy for YourOrg.
Undertakes basic application of models to offer basic solutions related to an ISKM strategy for YourOrg over time.	Undertakes limited application of broadly appropriate models to offer limited solutions that could achieve an effective ISKM strategy for YourOrg over time.	Applies appropriate models to offer justified solutions that would achieve an effective ISKM strategy for YourOrg over time.	Undertakes sound application of appropriate models to offer justified and appropriate solutions that would achieve an effective ISKM strategy for YourOrg over time.	Undertakes coherent application of highly appropriate models to offer well justified solutions that would achieve an effective ISKM strategy for YourOrg over time.

End of paper

Note to markers

Please take appropriate action for any malpractice (plagiarism, collusion, referencing issues etc.) discovered as per the *AQ_28-a01_Academic Misconduct Policy* document. Please also complete and submit the *Malpractice Declaration Form*.

Learning Outcomes matrix

Question	Learning Outcomes assessed	Marker can differentiate between varying levels of achievement
1	1,2	YES
2	2,3	YES
3	4	YES
4	5	YES

Grade descriptors

Learning Outcome	Pass	Merit	Distinction
Examine the strategic role of information and knowledge management within an organisation	Provide a consistent understanding and analysis of complex information, concepts and frameworks in contexts involving interacting factors.	Provide critical understanding and analysis of complex information, concepts and frameworks in contexts involving multiple interacting factors.	Provide consistently critical understanding and analysis of highly complex information, concepts and frameworks in contexts involving multiple interacting factors.
Critically assess how information and knowledge management strategies serve business strategy within an organisation	Demonstrate adequate ability to critically evaluate actions, methods and results and make appropriate judgements about their implications.	Demonstrate sound ability to critically evaluate actions, methods and results and make appropriate judgements about their short and long-term implications.	Demonstrate comprehensive ability to critically evaluate actions, methods and results and make highly appropriate judgements about their short and long-term implications.
Critically assess tools and techniques available to organisations to support development of IMS and KMS strategies and plans	Undertake application of appropriate methodologies to complex problems to offer justified solutions.	Undertake sound application of appropriate methodologies to complex problems and offer justified and appropriate solutions.	Undertake coherent application of appropriate methodologies to complex problems to offer well justified and highly appropriate solutions.
Be able to develop an appropriate resource investment and management strategy for a given organisational situation	Demonstrate adequate understanding of the wider context of the field.	Demonstrate sound understanding of the wider context of the field.	Demonstrate comprehensive understanding of the wider context of the field.
Be able to critically evaluate governance and strategic planning frameworks for IM and KM in an organisation	Design and undertake appropriate research or development activities leading to acceptable conclusions.	Design and undertake detailed research or development activities leading to well supported and appropriate conclusions.	Design and undertake thorough and detailed research or development activities leading to well supported and convincing conclusions