Knowledge Management

Sem III

I>Course Content:

Semester	III Systems- IT
Subject	Knowledge Management
Course Code	MMSSE 304 (RGCMS)
Credits	4
Duration	40

Learning Objective:

1. To understand the introduction to Meaning of data, information, knowledge
2. To Know the conceptual background and framework of KM
3. Understand the KM Foundations and Solutions KM Foundations
4. To know the Organizational Structure, Culture, Communities and KM practices,Information Technology as an enabler.

Module

	Content	Activity	Learning outcomes
1	Introduction to Knowledge Meaning of data, information, knowledge and expertise Meaning of epistemology, Types of Knowledge - Subjective & Objective views of knowledge, procedural Vs. Declarative, tacit Vs. Explicit, generals. Specific. Types of expertise – associational, theoretical Characteristics of knowledge – explicitness, teach ability, specificity Reservoirs of knowledge Locations and Intellectual Capital	Lecture	Understanding the KM concepts, types of knowledge and characteristics of knowledge
2	Introduction to Knowledge Management (KM) Meaning of KM, Relevance of KM in today's dynamic complex environment Forces Driving KM Organizational issues in KM Systems & their role Emergent KM practices Factors influencing KM Future of Knowledge Management	Lecture & cases	Basic concepts of knowledge management can be gained
3	KM Foundations and Solutions KM Foundations: Infrastructure, Mechanisms, Technologies KM Solutions and components: Processes (Discovery, Capture, Sharing, and Applications)Knowledge Utilization Process	Lecture	Km infrastructure, solutions and various components related to KM foundation can also be well understood and applied

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	Content	Activity	Learning outcomes
4	KM Infrastructure Organizational Structure Organizational Culture Communities of Practice Information Technology enabler and Infrastructure Common Knowledge	Lecture and cases	**Understanding the KM Structure, Organization Culture and Role of IT in facilitating the KM implementation.**
5	Organizational Impact of KM Dimensions of KM Impact – People, Processes, Products & Organizational Performance Factors influencing impact – universalistic & contingency view Leadership and Assessment of KM Leadership , KM Assessment of Knowledge Management Solutions, Impacts Knowledge Workers Barriers to KM and IT Dissemination	Lecture and cases	**Gain an Insight on KM dimensions, barriers and Performance factors w.r.t KM**
6	Case studies and Application Exercises on KM processes	Lecture & Cases	

II>Course Outcomes

Code	Course Outcome	Cognition
MMSSE304.1	To make student understand importance of information,data and Knowledge	Understand
MMSSE304.2	To make student understand types of knowledge and its implementation	implement
MMSSE304.3	To evaluate and anlyze forces affecting knowledge and knowledge management	Analyze
MMSSE304.4	To campare various processes of KM in companies	Comare
MMSSE304.5	To make student understand, compare and analyze structure, infrastructure, culture and practices of KM	Analyze
MMSSE304.6	To evaluate impact of KM	Evaluate

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Text books

Text books	
1	Knowledge Management in Organizations by Donald Hislop, Oxford 2nd Edition.
2	Knowledge Management by Ganesh Natarajan and Sandhya Shekhar
3	Knowledge Management Systems Theory and Practice by Stuart Barnes (Ed.), Thomson Learning.
4	Knowledge Management, Shelda Debowski, Wiley India Edition.
5	Knowledge Management in Theory and Practice, Kimiz Dalkir, Elsevier, Butterworth Hinemann.

Reference Books

Reference books	
1	Irma Becerra-Fernandez, Avelino Gonzalez, Rajiv Sabherwal (2004). Knowledge Management Challenges, Solutions, and Technologies. Prentice Hall. ISBN: 0-13-109931-0.
2	Elias M. Awad, Hassan M. Ghaziri (2004). Knowledge Management. Prentice Hall. ISBN: 0-13-034820-1.
3	Ian Watson (2002). Applying Knowledge Management: Techniques for Building Corporate Memories. Morgan Kaufmann. ISBN: 1558607609.
4	Madanmohan Rao (2004). Knowledge Management Tools and Techniques: Practitioners and Experts Evaluate KM Solutions. Butterworth-Heinemann. ISBN: 0750678186.