

Knowledge Management  
Sem III

**I>Course Content:**

Semester	III - Core
Title of the Subject / Course	Knowledge Management
Course Code	MMSSC304 (RGCMS)
Credits	4
Duration	40

<b>Learning Objectives</b>	
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.

<b>Prerequisites if any</b>	Basic understanding of Knowledge Management
<b>Connections with Subjects in the current or Future courses</b>	Will connect conceptual framework to KM Infrastructure, Organizational Structure, Organizational Culture, Communities of Practice, Information Technology enabler.

**Module**

	<b>Content</b>	<b>Activity</b>	<b>Course outcomes</b>
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, general. Specific. Types of expertise – associational, theoretical Characteristics of knowledge- explicitness, teach ability, specificity Reservoirs of knowledge Locations and Intellectual Capital	Lecture	MMSSC304.1
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	MMSSC304.2

Knowledge Management  
Sem III

3	KM Foundations and Solutions KM Foundations: Infrastructure, Mechanisms, Technologies KM Solutions and components: Processes (Discovery, Capture, Sharing, and Applications) Knowledge Utilization Process	Lecture	MMSSC304.1
4	KM Infrastructure Organizational Structure Organizational Culture Communities of Practice Information Technology enabler and Infrastructure Common Knowledge	Lecture & cases	MMSSC304.3
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 & cases	MMSSC304.4
6	Case studies and Application Exercises on KM processes	Lecture & Cases	MMSSC304.5

II> Course Outcomes

Course Codes	Course Outcomes Students will be able to...	Cognition
MMSSC 304.1	CO1: Understand the concepts of KM, and Relevance of KM from organization perspectives	Understand
MMSSC 304.2	CO2: Understand the concepts of KM infrastructure	Understand
MMSSC 304.3	CO3: Analyze Role of IT in KM implementation	Analyze
MMSSC 304.4	CO4: Analyze KM dimensions, barriers and Performance factors.	Analyze

Knowledge Management  
Sem III

Text books

<b>Text books</b>	
1	Knowledge Management in Organizations by Donald Hislop, Oxford 2 <sup>nd</sup> 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

<b>Reference books</b>	
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.

Knowledge Management  
Sem III

<b>Assessment</b>	
Internal	40%
Semester end	60%