

## **Knowledge Management**

**Course Title:** Knowledge Management

**Course No:** CSC333

**Nature of the Course:** Theory + Lab

**Semester:** V

**Full Marks:** 60 + 20 + 20

**Pass Marks:** 24 + 8 + 8

**Credit Hrs:** 3

**Course Description:** This course introduces fundamental concept of knowledge and different issues in managing the knowledge.

**Course Objective:** This course enables to learn about the Evolution of Knowledge management, be familiar with tools, be exposed to applications, and be familiar with some case studies.

### **Course Contents:**

#### **Unit 1: (9 Hrs.)**

5. An Introduction to Knowledge Management, The foundations of knowledge management, Cultural issues, Technology applications organizational concepts and processes, Management aspects, decision support systems.
6. The Evolution of Knowledge management: From Information Management to Knowledge Management, Key Challenges Facing the Evolution of Knowledge Management, Ethics for Knowledge Management.

#### **Unit 2: (9 Hrs.)**

- 2.1 Organization and Knowledge Management, Building the Learning Organization. Knowledge Markets: Cooperation among Distributed Technical Specialists, Tacit Knowledge and Quality Assurance.

#### **Unit 3: (10 Hrs.)**

- 3.1. Telecommunications and Networks in Knowledge Management, Internet Search Engines and Knowledge Management, Information Technology in Support of Knowledge Management
- 3.2. Knowledge Management and Vocabulary Control, Information Mapping in Information Retrieval, Information Coding in the Internet Environment, Repackaging Information.

#### **Unit 4: (8 Hrs.)**

- 4.1. Components of a Knowledge Strategy - Case Studies (From Library to Knowledge Center, Knowledge Management in the Health Sciences, Knowledge Management in Developing Countries).

#### **Unit 5: (9 Hrs.)**

- 5.1. Advanced topics and case studies in knowledge management - Development of a knowledge management map/plan that is integrated with an organization's strategic and business plan - A case study on Corporate Memories for supporting various aspects in the process life -cycles of an organization

### **Laboratory Works:**

Upon completion of the course, the student should be able to:

- Use the knowledge management tools.
- Develop knowledge management Applications.
- Design and develop enterprise applications.

**Text Book:**

1. Srikantaiah. T. K., Koenig, M., “Knowledge Management for the Information Professional” Information Today, Inc., 2000.

**Reference Books:**

- 1 Nonaka, I., Takeuchi, H., “The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation”, Oxford University Press, 1995.