



University of Nicosia, Cyprus

Course Code MGT-400	Course Title Knowledge Management	ECTS Credits 6
Department Management & MIS	Semester Fall, Spring	Prerequisites None
Type of Course	Field MIS/SMT	Language of Instruction English
Level of Course 1 st cycle	Year of Study	Lecturer(s) Dr Soulla Louca
Mode of Delivery face-to-face	Work Placement N/A	Co-requisites None

Objectives of the Course:

Knowledge management refers to the way organizations gather, manage, and use the knowledge they acquire. Topics covered include tacit and explicit knowledge and how it differs from data and information, strategic use, technologies, people and cultural issues, knowledge transfer, and implementation. Students will examine the various components of knowledge management solutions including processes, mechanisms and technologies and being able to select an appropriate solution to knowledge management. The course will address the impact of knowledge management onto organizations and the power of social computing.

Learning Outcomes:

After completion of the course students are expected to be able to:

1. **Assess the role of knowledge management in organizations** (students should be able to discuss and explain the key role of knowledge in an organization along with the forces driving its growth today.
2. **Become familiar with the theoretical perspectives of knowledge creation,** knowledge transfer, knowledge sharing, and knowledge leadership roles and skills.
3. **Understand the relationship** between knowledge management and a learning organization.
4. **Understand the differences** between tacit knowledge and explicit knowledge and the way each is treated in the literature and in knowledge management/ knowledge sharing programs.
5. **Examine case studies of knowledge management/sharing systems** and how they are implemented in the workplace;
6. **Learn about the ethical issues and problems** inherent in knowledge

Course Contents:

Positioning Knowledge Management for the Future.

- What Is Knowledge Management?
- KM in a New Context.
- Primary Directives.
- Showcasing KM Leaders.

A Call to Action.

- Determine the Value Proposition.
- Identify Critical Knowledge.
- Locate Your Critical Knowledge.
- How Knowledge Should Flow.

Knowledge Management Strategy and Business Case.

- A Framework for KM Strategy Development.
- The Business Case for KM.

Selecting and Designing Knowledge Management Approaches.

- A Portfolio of Approaches.
- Selecting KM Approaches.
- Designing a KM Approach.
- What Can Go Wrong.
- Portfolio Example: Retaining Critical Knowledge.

Proven Knowledge Management Approaches.

- Communities of Practice.
- Lessons Learned.
- Transfer of Best Practices.

Emerging Knowledge Management Approaches.

- The Promise of Social Computing.
- Revealing New Facets of Information.
- The New Generation of Self-Service: The Digital Hub.
- The Digital Hub at Work.
- Challenges and Change Management.
- Our Recommendations.
- Case Examples.

Working Social Networking.

- Guidelines for Enterprise Social Networking.

Governance, Roles, and Funding.

- Governance Group.
- KM Core Group.
- KM Design Teams.
- Investing in KM.
- Balancing Corporate and Business-Unit Funding.

Building a Knowledge-Sharing Culture.

- Lead by Example.
- Brand Aggressively.

- Make KM Fun.

Measuring the Impact of Knowledge Management.

- A Portfolio of Measures.
- Measuring across the Levels of Maturity.
- The Power of Analytics.
- A KM Measurement System.

Make Best Practices Your Practices.

Learning Activities and Teaching Methods:

Lectures, Case Study Analysis and Discussion, In-Class Exercises and Presentations

Assessment Methods:

Final Examination , Mid-Term, Assignments/Homework/Project

Required Textbooks/Reading:

Authors	Title	Publisher	Year	ISBN
Carla O'Dell, Cindy Hubert	The New Edge in Knowledge: How Knowledge Management Is Changing the Way We Do Business	Wiley	2011	978-0-470-91739-8

Recommended Textbooks/Reading:

Authors	Title	Publisher	Year	ISBN
Ashok Jashapara	Knowledge Management: An Integrated Approach, 2/E	Prentice Hall	2010	9780273726852
Uwe M. Borghoff, Remo Pareschi, D.K. Holtshouse	Information Technology for Knowledge Management	Springer Verlag	2010	978-3-642-08356-3
Beccera, I, Gonzalez, A., Sabherwal, R.	Knowledge Management Challenges, Solutions, and Technologies	Prentice Hall	2004	0-13-101606-7