



Course Syllabus

Course Code	Course Title	ECTS Credits
MGT-400	Knowledge Management	6
Prerequisites	Department	Semester
None	Management and MIS	Fall/Spring
Type of Course	Field	Language of Instruction
Elective	Management Information Systems	English
Level of Course	Lecturer(s)	Year of Study
1 st Cycle	Dr Vasso Stylianou	4 th
Mode of Delivery	Work Placement	Corequisites
Face to Face	N/A	None

Course Objectives:

Knowledge management refers to the way organizations gather, manage, and use the knowledge they acquire.

The main objectives of the course are to:

- Examine tacit and explicit knowledge and how it differs from data and information
- Examine the strategic use of knowledge, the technologies, people and cultural issues involved in knowledge transfer, and implementation.
- Examine the various components of knowledge management solutions including processes, mechanisms and technologies so as to be able to select an appropriate solution to knowledge management.
- 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 management /knowledge sharing.

Course Content:

- 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:

Midterm Exam, Final Exam, Coursework

Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
The New Edge in Knowledge	O'Dell C., Hubert C.	Wiley	2011	9780470917398

Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Knowledge Management: An Integrated Approach, 2 nd Ed.	Jashapara, A.	Pearson	2011	9780273726852

Information Technology for Knowledge Management	Uwe M. Borghoff, Remo Pareschi, D.K. Holtshouse	Springer Verlag	2010	9783642083563
Knowledge Management Challenges, Solutions, and Technologies	Beccera, I, Gonzalez, A., Sabherwal, R.	Prentice Hall	2004	9780131099319