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

Learning Objectives	
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.

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

Module

	Content	**Activity**	**Course 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	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

3	KM Foundations and Solutions KM Foundations: Infrastructure, Mechanisms, Technologies KM Solutions and components: Processes (Discovery, Capture, Sharing, and Applications) Knowledge UtilizationProcess	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 ,KMAssessment of Knowledge ManagementSolutions, 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 basic concepts of KM and types of KM.	Understand
MMSSC 304.2	CO2: Analyze the relevance of KM in the current environment and the forces driving it.	Understand
MMSSC 304.3	CO3: Understand the concept of Knowledge Management Foundations and Solutions.	Analyze
MMSSC 304.4	CO4: Understand the concepts of Knowledge Management infrastructure, organizational structure and culture.	Analyze
MMSSC 304.4	CO5:Analyze the organization impact of KM using dimensions, factors influencing its barriers and disseminating practices.	

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.

Assessment	
Internal	40%
Semester end	60%