

Name of the Course	Knowledge Management
Course Code	KNO-805
Credit Hours	3
Objectives	<ol style="list-style-type: none"> 1. To understand theory, practice, tools/ techniques of knowledge management. 2. To learn and apply methods of analysis and evaluation of KM solutions 3. To understand the role of KM in organizations and employees in their development of a successful career. 4. To apply appropriate tool for information and knowledge visualization, representation and structuring.
Contents	<p>Unit-I Introduction to Knowledge</p> <ol style="list-style-type: none"> 1.1 Knowledge – opinions and definitions 1.2 Sources; Influence; Intuition 1.3 Knowledge and action <p>Unit-II Knowledge Management Systems</p> <ol style="list-style-type: none"> 2.1 Knowledge management (KM) – definition, motivation, importance 2.2 Knowledge management systems 2.3 Data, Information and knowledge 2.4 Types of knowledge and examples 2.5 Knowledge locations – people, artefacts and organizational entities 2.6 Characteristics of knowledge <p>Unit-III Factors and assessment of KM in organizational setup</p> <ol style="list-style-type: none"> 3.1 Knowledge and innovation 3.2 Knowledge management solutions 3.3 Factors influencing KM 3.4 Assessment of KM in organization
Teaching & Learning Strategies	A combination of lecture, class participation, and discussions will be used to conduct the course. Students will be expected to read extensively ahead of each class session and actively participate in discussions.
Assignments	Written Assignment (10 marks), Presentation (5 marks) and Quiz (10 marks)
Recommended Reading Material	<p>Becerra - Fernandez, I.; Gonzales, A.; Sabherwal, R. (2004). <i>Knowledge management: Challenges, solutions, and technologies</i>. Prentice Hall,</p> <p>Becerra - Fernandez, I. Sabherwal, R. (2010.). <i>Knowledge management: Systems and processes</i>. M.E. Sharpe Inc.</p> <p>Cross, J. (2007). <i>Informal learning: Rediscovering the natural pathways that inspire innovation and performance</i>. Pfeiffer.</p> <p>Malhotra, Y. (2001). <i>Knowledge management and business model innovation</i>, Idea Group Publishing.</p> <p>Malhotra, Y. (2000). <i>Knowledge management and virtual organization</i>. Idea Group Publishing.</p> <p>Schwartz, D.G., (2006) (Ed.). <i>Encyclopaedia of knowledge management</i>. Idea</p>

	<p>Group Inc. Sheridan, W.P. (2008). <i>How to think like a knowledge worker: A guide to the mind-set needed to perform competent knowledge work</i>. Retrieved from: http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan031277.pdf</p>
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Assessment and Examinations:

Sr.#	Elements	Weightage	Details
1	Midterm Assessment	35%	Written test (at the mid-point of the semester)
2	Formative Assessment	25%	Assignment, presentation and quiz
3	Final Assessment	40%	Written test (at the end of the semester)