

UNIVERSITY OF SARGODHA
DEPARTMENT OF LIBRARY & INFORMATION SCIENCES

COURSE OUTLINE

SPRING SEMESTER

Course Title: **KNOWLEDGE MANAGEMENT**
Course Code: **LIS-411 (BS LIS 8th)**
Credit Hours: 03

Instructor: Dr. Haroon Idrees
Email:

DESCRIPTION & OBJECTIVES

Description:

Knowledge management (KM) is the field of managing human knowledge, mainly in corporate sector perspective addressing two major types of knowledge, i.e., *Tacit* and *Explicit* Knowledge. Tacit knowledge is simply the knowledge that is embedded in persons and not accessible without sources (generally, persons). Explicit knowledge is the type of knowledge that has been recorded in any form and can be accessed without original source (the creator) of knowledge. This course has been designed for graduate program of Library and Information Sciences to make the students aware with following major areas of KM so that they can serve the libraries, information resource centers and corporate organizations as knowledge workers, knowledge officers and later knowledge managers.

- Introduction to knowledge management
- Knowledge management cycle.
- Knowledge management models.
- Knowledge capture and codification.
- Knowledge sharing and communities of practice. Transfer of best practices. Role of organizational culture.
- Knowledge management tools. KM strategy and metrics.
- KM team.
- Future challenges for KM.

Objectives:

- To introduce the concepts and tools of knowledge management
- To develop an understanding of knowledge management process
- To develop an understanding of knowledge management system implications & implementation

READINGS

1. Elias M. Awad. (2010). Knowledge management. 2nd revised ed. Upper Saddle River, N.J.: Prentice Hall.
2. Kirmiz, D. (2011). *Knowledge management in theory and practice*. Boston : Elsevier/Butterworth Heinemann.

3. Desouza, K. C. & Paquette, S. (2011). *Knowledge management : an introduction*. New York: Neal-Schuman Publishers
4. Teacher presentations
5. Latest Readings accessed & downloaded from online resources, during semester

CONTENTS

Knowledge... Defined
 Knowledge Characteristics
 Defining KM ...business perspective ... cognitive science or knowledge science perspective ... process/technology perspective
 KM Overview & Objectives of KM
 Multidisciplinary Nature of KM
 Knowledge Pyramid / Hierarchy
Kinds of Knowledge
 Key Attributes of KM
 Rationale for KM
 History of Knowledge Management
 Three Major Components of KM
 Common Myths about KM
 KM Process
 KM System Life Cycle
 Challenges in Building KM Systems
 Knowledge Team
 Knowledge Team Functions
 Knowledge Management Models
 Role of KM in Library and Information Centers
 KM System Testing/Deployment
 KM System Post Implementation Review
 Knowledge Transfer Fundamentals
 Factors in Knowledge Transfer
 Prerequisites for Knowledge Transfer
 Organizational Values and Beliefs that determine culture
 Employee Job Satisfaction and Stability of Workplace
 Transfer Methods
 Inhibitors of Knowledge Transfer
 Type of Transferred Knowledge
 Knowledge Transfer in E-World
 Corporate Intranet—A Conceptual Model
 Extranets and Knowledge Exchange
 Groupware and Knowledge Exchange
 Role of Internet in Knowledge Transfer

COURSE SCHEDULE

Week	Description of topics	Dates
1.	Knowledge... Defined Knowledge Characteristics Defining KM ...business perspective ... cognitive science or knowledge science perspective ... process/technology perspective KM Overview & Objectives of KM	Feb. 27- March 02
2.	Multidisciplinary Nature of KM Knowledge Pyramid / Hierarchy	March 6-09/ 13-16

	Kinds of Knowledge-1	
3.	Kinds of Knowledge-2 Key Attributes of KM Rationale for KM	March 20-22
4.	History of Knowledge Management Three Major Components of KM Some Common Myths about KM Process of KM	March 27-30
5.	KM System Life Cycle Challenges in Building KM Systems	April 03-06
6.	Presentations, Revision	April 10-13
7.	Mid Term Exams	April 17-20
8.	Knowledge Team Knowledge Team Functions Knowledge Developer Knower Knowledge Worker Role of the champion	April 24-27
9.	Knowledge Management Models Nonak&Takeuchi... Spiral / SECI	May 02-04
10.	Knowledge Management Models Choo... Sense Making Role of KM in Library and Information Centers	May 08-11
11.	KM System Testing/Deployment Quality Assurance Knowledge Testing Logical User Acceptance System Deployment Success Factors in KM System Deployment	May 15-18
12.	Presentations	May 22-25
13.	KM System Post Implementation Review Knowledge Transfer Fundamentals Factors in Knowledge Transfer Prerequisites for Knowledge Transfer	May 29-June 01
14.	Organizational Values and Beliefs that determine culture Positive Cultural Values Factors that Hinder Positive Cultural Values Employee Job Satisfaction and Stability of Workplace Major Known Vocational Needs A Conceptual Job Adjustment Model	June 05-08
15.	Transfer Methods Transfer Strategies Converting Experience into Knowledge Inhibitors of Knowledge Transfer Type of Transferred Knowledge Collective sequential transfer Explicit interterm knowledge transfer Tacit knowledge transfer	June 12-15
16.	Knowledge Transfer in E-World Corporate Intranet—A Conceptual Model	June 19-22

	Extranets and Knowledge Exchange Groupware and Knowledge Exchange Role of Internet in Knowledge Transfer	
--	--	--

RESEARCH PROJECT

Students will be assigned topics in the class from the contents and will present their topics before the class.

ASSESSMENT CRITERIA

Sessional: 20 Marks

Class Attendance: 5 Marks

Presentation/Assignment etc. : 8 Marks

Class Participation / Discussions: 2 Marks

Quizzes: 5 Marks

Mid Term: 30 Marks

Final exam: 50 Marks

RULES AND REGULATIONS

1. 80% class attendance is necessary to enter in exams.
2. Students are strictly prohibited to have class within class (inter personal talks, whispering etc.)
3. When necessary, students can leave class silently without disturbing others.
4. Students are highly encouraged to participate in class discussions, but, whenever practicing it, they would have to raise their hands and talk at their turn.
5. Students can interrupt / intervene during the lecture any time for their questions, clarification of any ambiguity or rectification / correction of teacher, but following the principles of hand raising and waiting for the permission from the teacher.
6. Students are prohibited to stand up on the entry of teacher in the class.
7. Students have right to contact teacher for any assistance in their studies either through email or personal meeting during prescribed consulting office hours.
8. Students are not allowed to use cell phones in class.