

(8) Knowledge Management-BMGT4023

1.	Name of Course				Knowledge Management			
2.	Course Code				BMGT4023			
3.	Name(s) of academic staff							
4.	Rationale for the inclusion of the course/module in the programme				Knowledge Management has been recognized as an essential component of a proactively managed organization. The key concepts include converting data, organizational insight, experience, and expertise into reusable and useful knowledge that is distributed and shared with the people who need it. Knowledge Management addresses business challenges and enhances customer responsiveness by creating and delivering innovative products or services; managing or enhancing relationships with existing and new customers, partners and suppliers; and administering or improving more efficient and effective work practices and processes. Effective solutions are aligned with the organization's business strategy and result in enhanced individual and organizational performance.			
5.	Semester and Year offered				1/2			
6.	Total Student Learning Time (SLT)		Face to Face			Total Guided and Independent Learning		
	L = Lecture T = Tutorial P = Practical O= Others		L	T	P	O	Independent study=70 hours	
	4 2		1 4			Total =126		
7.	Credit Value				3			
8.	Prerequisite (if any)				Management			
9.	Objectives: The goal of this course is to give students a solid foundation covering the major problems, challenges, concepts, and techniques dealing with the organization and management of knowledge with the help of computers							

(8) Knowledge Management-BMGT4023

10.	<p>Learning outcomes:</p> <p>At the completion of the subject, students should be able to perform the following tasks:</p> <ul style="list-style-type: none"> • Understand the fundamental concepts in the study of knowledge and its creation, acquisition, representation, dissemination, use and re-use, and management. • Appreciate the role and use of knowledge in organizations and institutions, and the typical obstacles that KM aims to overcome. • Know the core concepts, methods, techniques, and tools for computer support of knowledge management. • Understand how to apply and integrate appropriate components and functions of various knowledge management systems. • Be prepared for further study in knowledge generation, engineering, and transfer, and in the representation, organization, and exchange of knowledge. • Critically evaluate current trends in knowledge management and their manifestation in business and industry.
11.	<p>Transferable Skills:</p> <ul style="list-style-type: none"> • Analyze the role of information systems for leaders in today's competitive business environment. • Explain how information systems are integral to organizational management, evaluation, and planning. • Identify the components of an information system and their functions. • Compare and contrast the various types of information systems. • Understand the concept of benchmarking an organization against other organizations. • Select, collect, align, and integrate data and convert it into information for making organizational decisions. • Understand the role of technology and the internet in creating effective information systems. • Understand the ethical use of information and to safeguard its integrity

(8) Knowledge Management-BMGT4023

12.	<p>Teaching-learning and assessment strategy</p> <p>A variety of teaching and learning strategies are used throughout the course, including:</p> <ul style="list-style-type: none">• Lecture sessions• Tutorial sessions• Case Studies• Student-Lecturer discussion• Collaborative and co-operative learning• Workshops and Training Seminars• Independent study <p>Assessment strategies include the following:</p> <ul style="list-style-type: none">• Ongoing quizzes• Midterm tests• Performance Assessment (Participation, project, Assigned exercises)• Case Presentations														
13.	<p>Synopsis:</p> <p>This course examines the development and use of technology systems for supporting the vision and operation of organizations including data warehouses, knowledge management, customer relationship management, and supply chain management. The course has a dual focus: the theory of information systems and information management and the technological skills necessary to manage, organize, and analyze information.</p>														
14.	<p>Mode of Delivery: Face to Face</p> <ul style="list-style-type: none">• Lecture sessions• Tutorial sessions														
15.	<p>Assessment Methods and Types:</p> <p>The assessment for this course will be based on the following:</p> <table><tr><td>Coursework</td><td>50%</td></tr><tr><td>Quizzes</td><td>10%</td></tr><tr><td>Assignments</td><td>10%</td></tr><tr><td>Project</td><td>10%</td></tr><tr><td>Mid-Semester Exam</td><td>20%</td></tr><tr><td>Final Examination</td><td>50%.</td></tr><tr><td>Total</td><td>100%</td></tr></table>	Coursework	50%	Quizzes	10%	Assignments	10%	Project	10%	Mid-Semester Exam	20%	Final Examination	50%.	Total	100%
Coursework	50%														
Quizzes	10%														
Assignments	10%														
Project	10%														
Mid-Semester Exam	20%														
Final Examination	50%.														
Total	100%														
16.	<p>Mapping of the course/module to the Programme Aims</p> <p>The individual course is mapped to the programme aims using a scale of one to five where (one being the least relevant/related and five being the most relevant/ related).</p> <table><tr><td>A1</td><td>A2</td><td>A3</td><td>A4</td><td>A5</td><td>A6</td></tr><tr><td>5</td><td>4</td><td>5</td><td>3</td><td>3</td><td>3</td></tr></table>	A1	A2	A3	A4	A5	A6	5	4	5	3	3	3		
A1	A2	A3	A4	A5	A6										
5	4	5	3	3	3										

(8) Knowledge Management-BMGT4023

17.	<p>Mapping of the course/module to the Programme Learning Outcomes</p> <p>The learning outcomes of this course are mapped to the eight MQF domains using a scale of one to five where (one being the least relevant/related and five being the most relevant/ related).</p>											
	LO1	LO2	LO3	LO4	LO5	LO6	LO7	LO8	LO9	LO10	LO11	LO12
	2	2	2	2	4	4	2	2	4	2	4	2
18.	Content outline of the course/module and the SLT per topic											
	WEEK	Details	SLT									
			L	T	Indep.	Total						
	WEEK 1, 2	Introduction to Knowledge Management and Knowledge Management System <ul style="list-style-type: none"> The era of business requirement for information system New paradigms in information technology 	3	1	5	9						
	WEEK 3	What is Knowledge <ul style="list-style-type: none"> Types of knowledge Why is knowledge important 	3	1	5	9						
	WEEK 4, 5	How Knowledge Management System work <ul style="list-style-type: none"> Knowledge management's architecture Knowledge management's knowledge 	3	1	5	9						
	WEEK 6, 7	Knowledge Management Process <ul style="list-style-type: none"> Information technology and knowledge management process Managing structured information resources Turning information into knowledge 	3	1	5	9						
	WEEK 8, 9	Knowledge Management Framework <ul style="list-style-type: none"> Application of information and communication technology 	3	1	5	9						
	WEEK 10	Knowledge Management Components <ul style="list-style-type: none"> Knowledge Creation Organisational Knowledge Creation 	3	1	5	9						

(8) Knowledge Management-BMGT4023

	WEEK 11	Knowledge Acquisition <ul style="list-style-type: none"> The engineering of knowledge based systems: methodologies, techniques and tools. 	3	1	5	9
	WEEK 12, 13	Knowledge storage and knowledge organisation <ul style="list-style-type: none"> Knowledge Distribution Knowledge Utilisation 	3	1	5	9
	WEEK 14	Technology architecture <ul style="list-style-type: none"> Knowledge management technology environment 	3	1	5	9
		Total	42	14	70	126
19.	Main references supporting the course: Elias M. Awad, Hassan M. Ghaziri. (2007). <i>Knowledge Management</i> . Prentice Hall.					
	Additional references supporting the course: <ol style="list-style-type: none"> Peter F. Drucker, David Garvin, Leonard Dorothy, Straus Susan, John Seely Brown. (2007). <i>Harvard Business Review on Knowledge Management</i>. Harvard Business School Press Irma Becerra-Fernandez, Avelino Gonzalez, Rajiv Sabherwal. (2008). <i>Knowledge Management Challenges, Solutions, and Technologies</i>. Prentice Hall. Stuart Barnes. (2009). <i>Knowledge Management Systems Theory and Practice</i>. Cengage Learning 					
20.	Other additional information All related subject materials will be available to the students during the period of the course					