

Knowledge Management

Dr. David G. Schwartz

2006

- ✚ There is no single clear approach to the development of knowledge management systems – it is a multi-faceted endeavor
- ✚ Knowledge management is a dynamic, continuous organizational phenomenon of interdependent processes with varying scope and changing characteristics
- ✚ Information technology can be used to extend knowledge management beyond traditional storage and retrieval of coded knowledge

Objectives:

- ✚ Understanding the theories, processes, management challenges, and technologies of Knowledge Management.
- ✚ Define types of knowledge and how they are dealt with through knowledge management.
- ✚ Be familiar with a number of tools, techniques, and applications of KM

Required Text:

Dalkir, Kimiz, *Knowledge Management in Theory and in Practice*, Butterworth-Heinemann, 2005.

Reference Text:

Schwartz, David, *Encyclopedia of Knowledge Management*, Idea Group Publishing, 2006.

General Outline of the Course:

- 1) Introduction to Knowledge Management
- 2) The Knowledge Management Cycle
- 3) Knowledge Management Models
- 4) Knowledge Capture and Codification
- 5) Knowledge Sharing and Communities of Practice
- 6) Knowledge Application
- 7) The Role of Organizational Culture
- 8) Knowledge Management Tools
- 9) Knowledge Management Strategy and ROI
- 10) The Knowledge Management Team
- 11) Future Challenges for Knowledge Management

Major Applied Project: To be announced

Grading:

15% - Preparation, Attendance and Participation

25% - Assignments

60% - Project (done in teams of 2)

Additional References:

Ciborra C.U and Andreu R., Sharing Knowledge Across Boundaries, *Journal of Information Technology*, (16), 2001, pp 73-81

Davenport T.H and Glaser J., Just-in-Time Delivery Comes to Knowledge Management, *Harvard Business Review*, July 2002, pp 5-9

Grover V and Davenport T.H, General Perspectives on Knowledge Management: Fostering a Research Agenda, *Journal of Management Information Systems*, (18:1), 2001, pp 5-21

Schwartz, D.G., The Emerging Discipline of Knowledge Management, *International Journal of Knowledge Management*, (1:2), 2005, pp 1-11.