

Course unit title:	Knowledge Management
Course unit code:	CSC351
Type of course unit: (Compulsory/optional)	Optional
Level of course unit: (First, second or third cycle)	Bachelor (1st cycle)
Year of study:	4
Semester when the unit is delivered:	7 or 8
Number of ECTS credits allocated:	6
Name of lecturer(s):	TBA
Learning outcomes of the course unit:	
<p>Upon successful completion of this course students should be able to:</p> <ul style="list-style-type: none"> • Define the basic concepts and practices of Knowledge Management within various organizational contexts and business sectors. • Compare and contrast alternative approaches to gaining business value from Knowledge Management initiatives. • Review and critically assess the use of Knowledge Management technologies in different business environments. • Identify opportunities for enhancing the business value of knowledge through markets for knowledge exchange and related value added activities. • Apply a range of techniques to specifying and assessing Knowledge Management solutions. • Design and plan Knowledge Management initiative for a particular organization in terms of its organizational culture, structure and business strengths. • Evaluate the benefits of Knowledge Management implementation. 	
Mode of delivery:	Face- to- face
Prerequisites and co-requisites:	Senior standing

Recommended optional program components:	None
<p>Course Contents:</p> <p>Objective: This course provides students a detailed and critical understanding of the business of managing the generation, formulation, dissemination, retention, storage, measurement, application, distribution, archival and disposal of corporate knowledge. Emphasis will be given on the technologies that support these processes and the human actions and interactions within these KM processes and technologies.</p> <p>Description: <i>Principles of knowledge management:</i> Introducing Knowledge Management. Describe what KM is and what the forces are that drive KM. Discuss organizational issues related to KM. Explain knowledge management systems (KMS) and their role in the organization. Discuss the relevance of KM in today's dynamic environments augmented with increasing technological complexity. Present the benefits and considerations about KM, including an overview of the nature of the KM projects currently in progress at public and private organizations around the world, and the important role that IT plays in KM, The Nature of Knowledge; Knowledge Management Solutions. Organizational Impacts of Knowledge Management. Factors Influencing <i>Knowledge Management</i>. Knowledge Management Assessment of an Organization.</p> <p>Technologies for knowledge management. Artificial Intelligence as an enabler of Knowledge Management. Introduce knowledge as an important facet of intelligent behavior. Reusing Human Expertise in intelligent computerized systems, Use Past History Explicitly as Knowledge, Knowledge Elicitation and the conversion of Tacit Knowledge to Explicit. Discovering new knowledge through Data Mining.</p> <p><i>Knowledge management systems.</i> Basic concepts of Knowledge Discovery Systems, Knowledge Capture Systems, Knowledge Sharing Systems, Knowledge Application Systems.</p> <p>The future of knowledge management. To describe the KM goals for the members of an organization: to discover, capture, share, and apply their knowledge. To present ideas about the future of KM: KM systems to support humane decisions and to deal with “wicked” problems. To explain the importance that corporate managers institute safeguards for insuring the security and adequate use of their corporate knowledge.</p>	
Recommended or required reading:	<p>Skyrme , D., KNOWLEDGE NETWORKING: CREATING THE COLLABORATIVE ENTERPRISE, Butterworth Heinemann</p> <p>Borghoff, U. & Pareschi, R., INFORMATION TECHNOLOGY FOR KNOWLEDGE MANAGEMENT, Springer Verlag</p>

	<p>Davenport T. H. & Prusak, L., WORKING KNOWLEDGE: HOW ORGANISATIONS MANAGE WHAT THEY KNOW, Harvard Business School Press, Boston</p> <p>Nonaka I., Takeuchi H., THE KNOWLEDGE CREATING COMPANY: HOW JAPANESE COMPANIES CREATE THE DYNAMICS OF INNOVATION, Oxford University Press</p> <p>Ruggles, R.L. (ed), KNOWLEDGE MANAGEMENT Butterworth Heinemann</p> <p>Skyrme , D., MEASURING THE VALUE OF KNOWLEDGE: MANAGEMENT METRICS FOR THE KNOWLEDGE BASED BUSINESS, Business Intelligence</p> <p>Sveiby, K. E., THE NEW ORGANISATIONAL WEALTH: MANAGING AND MEASURING INTANGIBLE ASSETS, Berret Koehler</p>								
<p>Planned learning activities and teaching methods:</p>	<p>Combination of lectures, workshop exercises, practical lab based work, group based activity and independent study. Directed reading and a major case study will be used to support the learning process.</p> <p>The student will be expected to spend a total of 150 hours on the course including independent study.</p> <table border="1" data-bbox="602 1289 1317 1367"> <tr> <td>Class Instruction</td> <td>42 Hours</td> </tr> <tr> <td>Consultation/Computer Lab</td> <td>30 Hours</td> </tr> </table>	Class Instruction	42 Hours	Consultation/Computer Lab	30 Hours				
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<p>Assessment methods and criteria:</p>	<table border="1" data-bbox="602 1465 1294 1623"> <tr> <td>Examinations</td> <td>50%</td> </tr> <tr> <td>Project</td> <td>40%</td> </tr> <tr> <td>Class Participation</td> <td>10%</td> </tr> <tr> <td></td> <td>100%</td> </tr> </table>	Examinations	50%	Project	40%	Class Participation	10%		100%
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Class Participation	10%								
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<p>Language of instruction:</p>	<p>English</p>								
<p>Work placement(s):</p>	<p>No</p>								

Place of Teaching:	Theoretical Part: Regular Classroom European University Cyprus, Nicosia Practical Part: Computer Laboratory European University Cyprus, Nicosia
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