## Syllabus – IS773: Knowledge Management

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<tr>
<th>Instructor</th>
<th>Office No.</th>
<th>Phone</th>
<th>e-Mail</th>
<th>Office Hours</th>
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<tbody>
<tr>
<td>Dr. Ayham Fayyoumi</td>
<td>FR-85</td>
<td>2586838</td>
<td><a href="mailto:a.fayyoumi@ccis.imamu.edu.sa">a.fayyoumi@ccis.imamu.edu.sa</a></td>
<td>09:30 – 11:00</td>
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### Course Description:
Knowledge Management course is a comprehensive coverage of KM, including the explication and connection of the human and the technical side of the discipline so necessary for success now and in the future. The course is rich in information and details. Besides, many good examples will be demonstrated during the course.

### Main Learning Objectives:
The goal of this course is to give you a solid foundation covering the major problems, challenges, concepts, and techniques of knowledge management with the help of knowledge management systems. Upon satisfactory completion of this course, learner can expect to:

- 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.
Topics:

**Topic 1: The Nature of Knowledge: Introduction to Knowledge Management**
- What Is Knowledge Management?
- Forces Driving Knowledge Management
- Knowledge Management Systems
- Issues in Knowledge Management
- What Is Knowledge?
- Alternative Views of Knowledge
- Different Types of Knowledge
- Locations of Knowledge

**Topic 2: Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies**
- Knowledge Management
- Knowledge Management Solutions and Foundations
- Knowledge Management Infrastructure
- Knowledge Management Mechanisms
- Knowledge Management Technologies
- Management of Knowledge management Foundations (Infrastructure, Mechanisms, and Technologies)

**Topic 3: Knowledge Management Solutions: Processes and Systems**
- Knowledge Management Processes
- Knowledge Management Systems
- Managing Knowledge Management Solutions

**Topic 4: Organizational Impacts of Knowledge Management**
- Impact on People
- Impact on Processes
- Impact on Products
- Impact on Organizational Performance

**Topic 5: Knowledge Application Systems: Systems that Utilize Knowledge**
- Technologies for Applying Knowledge
- Developing Knowledge Application Systems
- Types of Knowledge Application Systems

**Topic 6: Knowledge Capture Systems: Systems that Preserve and Formalize Knowledge**
- What Are Knowledge Capture Systems?
- Knowledge Management Mechanisms to Capture Tacit Knowledge: Using Stories for Capturing Organizational Knowledge
- Techniques for Organizing and Using Stories in the Organization
- Designing the Knowledge Capture System
- Concept Maps
- Context-based Reasoning
- Barriers to the Use of Knowledge Capture Systems
- Research Trends
**Topic 7: Knowledge-Sharing Systems: Systems that Organize and Distribute Knowledge**

What Are Knowledge-Sharing Systems?
The Computer as a Medium for Sharing Knowledge
Designing the Knowledge-Sharing System
Barriers to the Use of Knowledge-Sharing Systems
Specific Types of Knowledge-Sharing Systems
Lessons Learned Systems
Expertise-Locator Knowledge-Sharing Systems
The Role of Ontologies and Knowledge Taxonomies in the Development of Expertise-Locator Systems

**Topic 8: Knowledge Discovery Systems: Systems that Create Knowledge**

Mechanisms to Discover Knowledge: Using Socialization to Create New Tacit Knowledge
Technologies to Discover Knowledge: Using Data Mining to Create New Explicit Knowledge
Designing the Knowledge Discovery System
Guidelines for Employing Data Mining Techniques
Discovering Knowledge on the Web
Data Mining and Customer Relationship Management
Barriers to the Use of Knowledge Discovery Systems

**Topic 9: Emergent Knowledge Management Practices**

Web 2.0
Social Networking
Wikis and Blogs
Open Source Development
Virtual Worlds
The Three Worlds of Information Technology: Does IT Really Matter?

**Topic 10: Factors Influencing Knowledge Management**

A Contingency View of Knowledge Management
The Effects of Task Characteristics
The Effects of Knowledge Characteristics
The Effects of Organizational and Environmental Characteristics
Identification of Appropriate KM Solutions

**Topic 11: Leadership and Assessment of Knowledge Management**

Leadership of Knowledge Management
Importance of KM Assessment
Types of KM Assessment
Assessment of KM Solutions
Assessment of Knowledge
Assessment of Impacts

**Topic 12: The Future of Knowledge Management**

Using KM as a Decision-Making Paradigm to Address Wicked Problems
Promoting Knowledge Sharing While Protecting Intellectual Property
Involving Internal and External Knowledge Creators
Addressing Barriers to Knowledge Sharing and Creation
Textbook and Resources:

Main Textbook:

Knowledge Management: Systems and Processes (2010), by: Irma Becerra-Fernandez; Rajiv Sabherwal

Buy: Click Here

[Blackboard]: http://imamu.blackboard.com


Knowledge Management and Organizational Learning, by: William R. King

Tentative Semester Schedule

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<tr>
<th>Week</th>
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<td>Week 01</td>
<td>Topic 01</td>
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<td>Week 02</td>
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<td>Week 03</td>
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<td>Week 04</td>
<td>Topic 03 + [Quiz #1]</td>
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<td>Week 05</td>
<td>Topic 04</td>
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<td>Week 06</td>
<td>Topic 05</td>
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<td>Week 07</td>
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<td>Week 08</td>
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<td>Week 11</td>
<td>Topic 09 + [Quiz #2]</td>
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<td>Week 12</td>
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<td>Week 13</td>
<td>Topic 11 + [Quiz #3]</td>
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<td>Week 14</td>
<td>Topic 12</td>
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<td>Week 15</td>
<td>[Project]</td>
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<td>Week 16</td>
<td>[Final Exam]</td>
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Project and Assignments

Write a short paper. The information needed for the paper should be obtained through a combination of means, including: personal or phone interviews with the organization's employees; articles/cases from scientific journals and the worldwide web. Try to obtain a greater variety of published information so that you can form reliable and rich conclusions. Based on the above information, each group will present its findings in one document (the case study) and class presentation (the document should be about 4 pages excluding appendices, tables and figures)

Evaluation

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<tr>
<td>Mid-term Exam</td>
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<td>Case studies, Discussion and Quizzes</td>
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<td>Project</td>
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