

INFO 5503 - Knowledge Management Processes and Practices

3 hours

Approaches to implementing knowledge management. Application examples with focus on people-process-technology issues: enterprise knowledge portals, communities of practice, after action reviews, knowledge café, benchmarking and best practices, organizational learning, and incentive programs. Success stories and lessons learned from industry. Roles, responsibilities and competencies of KM professionals.

Prerequisite(s): None.

Course specific fees (in addition to tuition and mandatory):

Academic (AF) per hour: \$13.80
