

IDS 422 – Knowledge Management Fall 2012

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Office Hours: 2:00-3:00 T/Th
or by appointment

Class Time: 12:30-1:45 T/Th

Location: Taft Hall 117

Class Wiki: <http://ids422f12.pbworks.com>

Required Text

Knowledge Management: Systems and Processes by Becerra-Fernandez & Sabherwal, ME Sharpe Publishers, 2010, ISBN 978-0765623515

Readings from: Analyzing Social Media Networks with NodeXL: Insights from a Connected World by Hansen, Shneiderman, & Smith, available free on-line at UIC library

Additional Readings may be made available throughout the semester via Blackboard/Wiki site

Course Objectives

In this course, we will examine the role of knowledge management in organizations. Knowledge management (KM) refers to doing what is needed to get the most out of knowledge resources. Improved KM can help enhance organizational efficiency, innovativeness, customer service, and so on, and lead to sustainable competitive advantage.

Attention to KM within business organizations has risen dramatically in the last few years, partially due to the rapid progress in information technology capabilities, but also due to changes in organizational structure and the nature of the work being performed. In this course, students will learn to:

- Understand the fundamental concepts, processes, tools, and techniques of knowledge management
- Become more deliberate about their own learning and problem solving capacity both as individuals and as collaborators
- Understand the role of information and communication technologies (ICT) in knowledge management initiatives
- Describe how valuable individual, group and organizational knowledge is managed throughout the knowledge management cycle
- Define the different knowledge types and explain how they are addressed by knowledge management
- Identify trends in social and workplace interaction supported by ICT and understand the implications for knowledge management

We will examine a number of different technologies, both those that are widely used in organizations and those that are emerging. Student will develop an understanding of the history, state of the art, and future of knowledge management technologies. The interplay between the technical and organizational factors will be emphasized. Some types of technologies to be covered in the class are listed below. We will place special emphasis on social media that is enabling new patterns of knowledge sharing and creation in organizations.

Class Participation

You are expected to attend class and actively participate in class discussion. We will also have a class wiki where each student is expected to play an active role by posting material that may be relevant to the class as well as actively participating in collaborative assignments.

There will be individual and small group exercises assigned that will be graded and/or presented to the class. Students taking the course for graduate credit will be assigned additional readings and class presentations.

Other homework assignments will be collected at my discretion.

Group Project

In the latter half of the course, you will work on case study of knowledge management in the workplace. More information about the project will be handed out later in the course.

Grading

Exercises/Homework	15%
Mid-Term Exam	20%
Final Exam	25%
Final Project & Presentation	30%
Class Participation	10%

Course attendance is expected. Your grade will be affected if you miss more than 20% of the classes. You will receive a failing grade if you miss 50% or more of the sessions.

**Tentative Schedule
Fall 2012**

Weekly Readings and Critical Due Dates

Note: Additional readings may be assigned at various points in the semester

Week 1

8/28 Introduction, BF&S Ch.1

8/30 BF&S, Ch. 1& 2

Week 2

9/4 BF&S, Ch. 2

9/6 BF&S, Ch. 3

Week 3

9/11 BF&S, Ch. 3

9/13 BF&S, Ch. 4

Week 4

9/18 BF&S, Ch. 4

9/20 BF&S, Ch. 5

Week 5

9/27 BF&S, Ch. 5

9/29 BF&S, Ch. 6

Week 6

10/2 BF&S, Ch. 6

10/4 BF&S, Ch. 7

Week 7

10/9 Mid-Term Exam

10/11 BF&S, Ch. 7

Week 8

10/16 BF&S, Ch. 8

10/18 BF&S, Ch. 8

Week 9

10/23 BF&S, Ch. 9

10/25 BF&S, Ch. 9

Week 10

10/30 BF&S, Ch. 10

11/1 BF&S, Ch. 10

Week 11

11/6 Hansen et al. Ch. 1& 2

11/8 Hansen et al. Ch. 1& 2

Week 12

11/13 BF&S, Ch. 11

11/15 BF&S, Ch. 11

Week 13

11/20 BF&S, Ch. 11

11/22 ****NO Class**** Thanksgiving

Week 14

11/27 Final Exam

11/29 Project Work Day

Week 15

12/4 Project Presentations

12/6 Project Presentations

Exam Week

Final Project Due

Honor Code for the College of Business Administration

All students are expected to respect and uphold the **Honor Code for the College of Business Administration** adopted January 2003 and listed below. The Honor Code can also be found at http://www.uic.edu/classes/ba/ba200w/honor_code.pdf.

As an academic community the College of Business Administration at the University of Illinois at Chicago is committed to providing an environment in which teaching, learning, research, and scholarship can flourish and in which all endeavors are guided by academic and professional integrity. All members of the college community students, faculty, staff, and administrators – share the responsibility of insuring that high standards of integrity are upheld so that such an environment exists.

In pursuit of these high ideas and standards of academic life, as a student I hereby commit myself to respect and uphold the University of Illinois at Chicago (UIC) College of Business Administration Honor Code during my entire matriculation at UIC. I agree to maintain the highest moral and ethical standards in all academic and business endeavors and to conduct myself honorably as a responsible member of the college academic community.

This includes the following:

- *Not to seek unfair advantage over other students, including, but not limited to giving or receiving unauthorized aid during completion of academic requirements;*
- *To represent fact and self truthfully at all times;*
- *To respect the property and personal rights of all members of the academic community.*

This class involves significant independent research. The goal of this work is for you to learn to take diverse information from different sources and develop original and convincing arguments. This is a critical skill in the rapidly changing workplace you will enter when you graduate. Plagiarism is a serious offense, which is not only dishonest and can have serious and adverse long-term consequences, but also severely limits your ability to develop the skills being taught in this course.

Any case of plagiarism in this class will result in immediate failure of the paper, and a second instance will result in failure of this course.

The following information on plagiarism has been reprinted from http://www.plagiarism.org/research_site/e_what_is_plagiarism.html.



What is plagiarism?

Many people think of plagiarism as copying another's work, or borrowing someone else's original ideas. But terms like "copying" and "borrowing" can disguise the seriousness of the offense:

According to the Merriam-Webster Online Dictionary, to "plagiarize" means

- 1) to steal and pass off (the ideas or words of another) as one's own
- 2) to use (another's production) without crediting the source
- 3) to commit literary theft
- 4) to present as new and original an idea or product derived from an existing source.

In other words, plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterward.

But can words and ideas really be stolen?

According to U.S. law, the answer is yes. The expression of original ideas is considered intellectual property, and is protected by copyright laws, just like original inventions. Almost all forms of expression fall under copyright protection as long as they are recorded in some way (such as a book or a computer file).

☐

☐ The penalties for plagiarism can be surprisingly severe,

☐ ranging from failure of classes and expulsion from academic institutions to heavy fines and jail time!

☐

All of the following are considered plagiarism:

- ☐
- ☐ turning in someone else's work as your own
- ☐
- ☐ copying words or ideas from someone else without giving credit
- ☐
- ☐ failing to put a quotation in quotation marks
- ☐
- ☐ giving incorrect information about the source of a quotation
- ☐
- ☐ changing words but copying the sentence structure of a source without giving credit
- ☐
- ☐ copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not (see our section on "fair use" rules)

☐

Changing the words of an original source is not sufficient to prevent plagiarism. If you have retained the essential idea of an original source, and have not cited it, then no matter how drastically you may have altered its context or presentation, you have still plagiarized.

☐

Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed, and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism. See our section on [citation](#) for more information on how to cite sources properly.