Knowledge Management

Course Title: Knowledge Management   **Full Marks:** 60 + 20 + 20
Course No: CSC322   **Pass Marks:** 24 + 8 + 8
Nature of the Course: Theory + Lab   **Credit Hrs:** 3
Semester: V

Course Description: This course introduces fundamental concept of knowledge and different l issues in managing the knowledge.

Course Objective: This course enables to learn about the Evolution of Knowledge management, be familiar with tools, be exposed to applications, and be familiar with some case studies.

Course Contents:

Course	Teaching Hours
Unit 1.1 An Introduction to Knowledge Management, The foundations of knowledge management, Multidisciplinary nature of KM, Cultural issues, Technology applications organizational concepts and processes, Management aspects, decision support systems, Phases of decision making (Intelligence phase, Design phase, Choice phase, Implementation phase), Component of DSS, GDSS **Unit 1.2** The Evolution of Knowledge management: From Information Management to Knowledge Management, Key Challenges Facing the Evolution of Knowledge Management (Security, Keeping with technology, Motivating people, Measuring the accuracy of data), Ethics for Knowledge Management, Knowledge management research and ethics dimension, Intellectual property right	9 Hours
Unit 2 Organization and Knowledge Management, Building the Learning Organization. Knowledge Markets(purpose, method, benefit): Cooperation among Distributed Technical Specialists, Tacit	9 Hours

Knowledge, Tacit knowledge capture at individual level, interviewing experts, Structured interviewing, Stories, Learning by being told, Learning by observation, Tacit knowledge capture at organization level, Explicit knowledge codification, Cognitive map, Knowledge taxonomic, Quality Assurance, Knowledge audit, Gap analysis,KM metrics, the balanced score card method, the house of quality method	
Unit 3.1 Telecommunications and Networks in Knowledge Management, Internet Search Engines and Knowledge Management, Information Technology in Support of Knowledge Management, Networking technologies, Knowledge acquisition and application tools (Intelligent filtering tools, Adaptive technologies) **Unit 3.2**Knowledge Management and Vocabulary Control, Information Mapping in Information Retrieval, Information Coding in the Internet Environment, Repackaging Information	10 Hours
Unit 4.1 Components of a Knowledge Strategy - Case Studies (From Library to Knowledge Center, Knowledge Management in the Health Sciences, Knowledge Management in Developing Countries)	8 Hours
Unit 5.1 Advanced topics and case studies in knowledge management - Development of a knowledge management map/plan that is integrated with an organization's strategic and business plan - A case study on Corporate Memories for supporting various aspects in the process life -cycles of an organization	9 Hours

Text Book:
1. Srikantaiah. T. K., Koenig, M., "Knowledge Management for the Information Professional" Information Today, Inc., 2000.

Reference Books:
1 Nonaka, I., Takeuchi, H., "The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation", Oxford University Press, 1995.
2 Knowledge Management in Theory and Practice, Kimiz Dalkir, 2005

Laboratory Works:
Upon completion of the course, the student should be able to:
- Use the knowledge management tools.
- Develop knowledge management Applications (Social network analysis, document management).
- Design and develop enterprise applications (Aggregation, E-Learning).

Model Question
Tribhuvan University
Institute of Science and Technology

Course Title: Knowledge Management   **Full Marks:** 60
Course No: CSC322   **Pass Marks:** 24
Level: B. Sc CSIT Third Year/ Fifth Semester   **Time: 3 Hrs**

Section A
Long Answer Questions

*Attempt any **TWO** questions.*   *[2×10=20]*

1. Define knowledge management. Describe the foundation of knowledge management. Explain the phases of decision making.   [2+2+6]
2. List the purpose, method and benefits of knowledge market. Explain the tacit knowledge at individual level and organization level.   [5+5]
3. Explain the relationship between internet search engines and knowledge management. What do you mean by information mapping in information retrieval?   [5+5]

Section B
Short Answer Questions

*Attempt any **EIGHT** questions.*   *[8×5=40]*

4. Describe the components of knowledge strategy. [5]
5. Distinguish between organization strategic and business plan. [5]
6. Explain the roles of knowledge management in developing countries. [5]
7. Explain the ethics for knowledge management. [5]
8. What is knowledge taxonomy? Describe with an example. [5]
9. Describe the quality assurance and its role in knowledge management. [5]
10. What do you mean by information coding in the internet environment? [5]
11. Explain the methods of learning. [5]
12. Write Short Notes On (Any **TWO**) [2.5 + 2.5]
    a. Knowledge Audit
    b. Cognitive Map
    c. Repackaging Information