CA5T3A	**KNOWLEDGE MANAGEMENT**	**Credits : 4**

Lecture Hours : 4 periods / week

Internal assessment : 30   Marks

Semester and Examination: 70   Marks

Course Description:

        To exploit the systems that support to modern knowledge workers, in particular with respect to the rapidly increasing overload of knowledge and information that is available and necessary to stay competitive for many tasks. This includes support for traditional Knowledge Management tasks, such as the grouping of related documents into categories or hierarchies, the generation of dictionaries and ontologies, or the construction of knowledge networks through references and citations. We also study how methods and techniques that rely on computers can be used to augment the human-centered tasks. Examples for such approaches are automatic content- and usage-based categorization of documents, collaborative filtering, or the extraction of relevant key phrases from documents, case-based reasoning, data and text mining, and information extraction and summarization.

        In contrast to knowledge-based systems, where computers manipulate and generate knowledge as standalone agents, the goal of Knowledge Management is to use computers as practical tools for activities mainly performed and directed by humans within real modern-day *knowledge-based organizations*

Course Objective:

The goal of this course is to give you a solid foundation covering the major problems, challenges, concepts, and techniques dealing with the organization and management of knowledge with the help of computers. Upon satisfactory completion of this course, you 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.

Unit I:
Introduction : Introduction to Knowledge Management , The Knowledge Edge, The Origins of Knowledge

Unit II:
Implementing Knowledge Management: The 10-Step Knowledge
Management Road Map

Unit III:

The First Phase: Infrastructure Evaluation And Leverage: The Leveraged Infrastructure, Aligning Knowledge Management and Business Strategy

Unit IV:

The Second Phase: KM System Analysis, Design and Development:

The Knowledge Management Platform , Knowledge Audit and Analysis , Designing the KM Team.

Unit V:

Creating and Developing: Creating the KM System Blueprint, Developing the KM System

Unit VI:

The Third Phase: KMS Development: Prototyping and Development, Leadership and Reward Structures

Unit VII:

The Final Phase and Beyond: Measuring Real-Option Analysis for Performance: Real-Options Analysis for Knowledge Valuation

Unit VIII:

Case Studies : Knowledge Management in Sales and Marketing: The Case of Platinum Technology, KM in Customer Support: The Case of Norte, KM in the Semiconductor Industry: GaSonics International

Learning Resources

Text Books:
1. The Knowledge Management Toolkit , Amrit Tiwana, Pearson Education, 2/e,2002.
2. Knowledge Management, Elias M.Awad, Hassan M. Ghaziri, Pearson Education, 2/e, 2011.

Reference Books:
1. "Knowledge Management in Theory and Practice " - by Kimiz Dalkir - Elsevier India Private Limited , 2/e, 2012.