

**LIS14307EA KNOWLEDGE MANAGEMENT**

**(4 Credits)**

**Credit Pattern**

Lecture	Tutorial	Practical	Total
2	2	0	4

**Objectives:**

- To understand the fundamental concepts in the study of knowledge and its creation, acquisition, representation, dissemination, use and re-use, and management.
- To know the core concepts, methods, techniques, and tools for computer support of knowledge management.
- To understand how to apply and integrate appropriate components and functions of various knowledge management systems.

**Unit-I**

- 1.1 Knowledge: Definition and Features
- 1.2 Knowledge: Types
  - 1.2.1 Explicit
  - 1.2.2 Tacit
- 1.3 Knowledge Management: Definition, Need and Importance
- 1.4 Knowledge Management at Organizational Level

**Unit-II**

- 2.1 Technologies to Manage Knowledge: Artificial Intelligence, Digital Libraries, Repositories,
- 2.2 Knowledge Elicitation: Converting Tacit Knowledge to Explicit
- 2.3 Discovering New Knowledge: Data Mining

**Unit-III**

- 3.1 Knowledge Capture Systems: Concept Maps, Process Modeling, RSS, Wikis etc.

- 3.2 Knowledge Sharing Systems: Ontology Development Systems, Categorization and Classification Tools, XML-Based Tools, etc.
- 3.3 Knowledge Application Systems

#### **Unit–IV**

- 4.1 Issues and challenges in Intellectual Property losses
- 4.2 Possible ways and means to protect the organization from IP losses
- 4.3 Development of MIS, Decision Support Systems

#### **Suggested Readings**

- Miley, A., & University College Dublin. (2004). *Knowledge management strategies, competitive strategies, alignment and form performance*. Dublin: University College Dublin, Graduate School of Business.
- Debowski, S. (2006). *Knowledge management*. Milton, Qld: Wiley.
- Bahra, N. (2001). *Competitive knowledge management*. Houndmills, Basingstoke, Hampshire: Palgrave.
- Liebowitz, J. (1999). *Knowledge management handbook*. Boca Raton, Fla: CRC Press.
- Fuller, S. (2002). *Knowledge management foundations*. Hartland Four Corners, Vt: KMCI Press.
- Tiwana, A. (2000). *The knowledge management toolkit: Practical techniques for building a knowledge management system*. Upper Saddle River, NJ: Prentice Hall PTR.
- Frappaolo, C. (2006). *Knowledge management*. Oxford: Capstone Pub.
- Honeycutt, J. (2000). *Knowledge management strategies*. Redmond, Wash: Microsoft Press.
- Lehaney, B. (2004). *Beyond knowledge management*. Hershey, PA: Idea Group Pub., an imprint of Idea Group.
- Maier, R. (2004). *Knowledge management systems: Information and communication technologies for knowledge management*. Berlin: Springer.
- Awad, E. M., & Ghaziri, H. (2004). *Knowledge management*. Upper Saddle River, N.J: Prentice Hall.