



The Hashemite University

Faculty of Economics & administrative Sciences

2nd Semester 2017/2018

Course Syllabus

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| Course title: Knowledge Management | Course code: 1802032471 |
| Lecture time: 2:00-3:00 pm | Credit hours: 3 |
| Lecturer: Dr. Mohammad Alhusban | Office number: 237 Office hours: 1:00-2:00 pm |

Course Description

This course focuses on how knowledge is created, captured, represented, stored and reused so as to fully leverage the intellectual assets of a firm. The tools and techniques for knowledge acquisition, assessment, evaluation, management, organization and dissemination are applied to business situations. Topics include knowledge generation, knowledge coordination and codification, knowledge transfer and reuse, technologies and knowledge management and knowledge management strategies.

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.

Learning outcomes- Knowledge and understanding

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.

- 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.

Recommended Readings

- Irma Becerra-Fernandez and Rajiv Sabherwal (2010). *Knowledge Management: Systems and Processes*.

Additional Readings

- Ashok Jashapara (2011). *Knowledge Management: An Integrated Approach*, 2/E. Prentice Hall. ISBN-10: 0273726854 • ISBN-13: 9780273726852

Tentative Course Outline*

| Week | Topic | Reading |
|------------------------------------|--|----------------|
| 1, 2, 3 | The Nature of Knowledge. | Ch. 2 |
| 3, 4, 5 | Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies | Ch. 3 |
| 6, 7, 8 | Knowledge management Solutions: Processes and Systems | Ch. 4 |
| First Exam (5-16/11/2017) | | |
| 8, 9 | Organisational Impacts of Knowledge Management | Ch. 5 |
| 10, 11 | Knowledge management technologies and systems | Ch. 6 – Ch. 9 |
| Second Exam (10-21/12/2017) | | |
| 12, 13 | Emergent Knowledge Management Practices | Ch. 10 |
| 14, 15 | Factors Influencing Knowledge Management | Ch. 11 |
| 16 | Final Exam (6-18/1/2018) | |

*Subject to change during the semester.

Assessment and Exams

| Type of assessment | Weighting |
|------------------------------|-----------|
| First Exam | 25% |
| Second Exam | 25% |
| Final Exam | 40% |
| Participation and Attendance | 10% |

Students are expected to take the exam on the scheduled date. If a student is unable to be present in class when an exam is scheduled because of an emergency situation, it is the student's responsibility to contact the instructor in advance. Otherwise no makeup tests.

Student Responsibilities

The student is responsible for all assigned readings and internalizing all the material presented in class, which may or may not originate from the textbook. The student is responsible for the material covered in the lectures, assigned textbook readings, and case studies examined in class.

Participation and Attendance

Students who do not attend lectures cannot get participation points (and attendance credit as appropriate) during that class period. All requests for excused absence must be in advance. The instructor may deduct up to 10 percent from the attendance and participation portion of a grade for each incident.