

City University of Hong Kong

Information on a Course offered by Department of Information Systems with effect from Semester A in 2012/ 2013

Part I

Course Title: Knowledge Management for Global Business

Course Code: IS4823

Course Duration: One Semester

Credit Units: 3

Level: B4

Medium of Instruction: English

Prerequisites: *(Course Code and Title)*

FB2500 Management Information Systems I; and
FB2501 Management Information Systems II; or equivalent

Precursors: *(Course Code and Title)* Nil

Equivalent Courses: *(Course Code and Title)* Nil

Exclusive Courses: *(Course Code and Title)* Nil

Part II

1. Course Aims

This course aims to:

- Introduce the fundamental concepts of the study of knowledge and its creation, acquisition, representation, dissemination, use and re-use, and management;
- Develop analytical skills in the evaluation of current trends in knowledge management, particularly in business and industry;
- Develop practical skills in implementing and managing the tools and applications of knowledge management across different business domains;
- Prepare students to develop generic skills in effective communication, individual and team work, time management, data analysis and reporting, and creative problem solving.

2. Course Intended Learning Outcomes (CILOs)

Upon successful completion of this course, students should be able to:

No.	CILOs	Weighting (if applicable)
1.	Demonstrate the attitude and ability to discover how knowledge management can be used by organisations to achieve sustainable competitive advantages.	2
2.	Explain the core methods, techniques, and tools of knowledge management, and their relation to information technology.	2
3.	Assess the role and use of knowledge in organizations and institutions, and identify the typical problems that knowledge management aims to resolve.	3
4.	Demonstrate creative problem solving skills in formulating specific strategies for the implementation and administration of knowledge management in the business environment of specific organisations.	3
5.	Exercise good communication and interpersonal skills in proposing and presenting appropriate implementation strategies of solutions for knowledge management.	1

3. Teaching and Learning Activities (TLAs)

(Indicative of likely activities and tasks designed to facilitate students' achievement of the CILOs. Final details will be provided to students in their first week of attendance in this course)

Lecture: 2 hours per week

Workshop: 1 hour per week

TLA1. Lecture: Concepts and applications of knowledge management are explained by instructor, and students are divided into small groups to analyse and generate their own concept maps about the subject topic just taught.

TLA2. Case Studies: The specific cases of knowledge management assessment and knowledge management tools and applications from real-world applications are discussed and presented to the fellow students.

TLA3. Demonstrations: Demonstrations are used to highlight various technologies that can be applied to knowledge management.

TLA4. Practical: Developing the hands-on skills for assessing knowledge management practices and designing knowledge management solutions.

TLA5. On-Line Discussion: It is a means of self reflection and sharing concepts, techniques, and methods of knowledge management among students within or after formal classes.

ILO No	TLA1	TLA2	TLA3	TLA4	TLA5	Hours/week(if applicable)
CILO 1	2	1			1	---
CILO 2	2	1			1	---
CILO 3	1	2			1	---
CILO 4		2	1	2	1	---
CILO 5		2	1	2	1	

(1: Indirectly Supporting ILO; 2: Directly Supporting ILO)

4. Assessment Tasks/Activities

(Indicative of likely activities and tasks designed to assess how well the students achieve the CILOs. Final details will be provided to students in their first week of attendance in this course)

AT1. Tutorial Exercises and Participation (10%): Each tutorial consists of exercises, small group discussions, self reflection, or student presentations to assess students' understanding of the chosen topics and their abilities to apply their skills.

AT2. Group Project (40%): A group project, which includes a project report and presentation, will be allocated to let students assess the knowledge management in a real organization and design new knowledge management solutions.

AT3. Examination (50%, one 2-hour exam): A written examination is developed to assess student's competence level of the taught subjects.

** Students must pass both the coursework and exam in order to obtain an overall pass in this course. **

ILO No	AT1 (10%)	AT2 (40%)	AT3 (50%)	Remarks
CILO 1	2	1	2	1 – ILO moderately assessed by AT; 2 – ILO heavily assessed by AT.
CILO 2	2	1	2	
CILO 3	1	2	2	
CILO 4	1	2	2	
CILO 5	1	2	2	

5. Grading of Student Achievement:

Standard grading pattern (A+, A, A- ... C-, D, F)

ILO	Excellent	Good	Adequate	Marginal
CILO1	Accurately describe all key KM concepts, and effectively compare and discriminate among the key concepts;	Accurately describe all key KM concepts;	Accurately describe most key KM concepts;	Accurately describe some key KM concepts;
CILO2	Accurately describe all IT-enabled KM solutions, and effectively compare and discriminate among the key KM technologies;	Accurately describe all IT-enabled KM solutions;	Accurately all IT-enabled KM solutions;	Accurately all IT-enabled KM solutions;
CILO3	Demonstrates a cogent ability to assess the use of knowledge in organizations, and to identify the typical obstacles that KM aims to overcome;	Effectively assess the use of knowledge in organizations, and to identify the typical obstacles that KM aims to overcome;	Be able to assess the use of knowledge in organizations, and to identify most typical obstacles for KM;	Be able to reasonably assess the use of knowledge in organizations, and to identify some typical obstacles for KM;
CILO4	Creatively and effectively formulate KM solutions with respect to specific contexts;	Effectively formulate KM solutions with respect to specific contexts;	Most of the KM solutions are appropriate with respect to specific contexts;	Some of the CRM solutions are appropriate with respect to specific contexts;
CILO5	Demonstrates a cogent ability to integrate communication skills so that ideas are communicated in the most cost-effective way;	Effectively communicate ideas by using all feasible communication channels;	Most of the ideas are communicated accurately using appropriate communication channels;	Some of the ideas are communicated accurately using one or more communication channels;

Part III

Keyword Syllabus

Key Concepts of Knowledge Management

- How do DATA, INFORMATION, and KNOWLEDGE DIFFER?
- What are the PROCESSES and STRATEGIES of knowledge management?
- What are the key COMPONENTS of the knowledge management INFRASTRUCTURE?

Knowledge Management Assessment

- How can knowledge management be assessed qualitatively?
- How can knowledge management be assessed quantitatively?

Information Technologies for Knowledge Management

- What are expert systems?
- How can case-based reasoning be used in knowledge management?
- How is information retrieved?
- What processes does, data mining involve?
- How is data stored and accessed using data warehouses?
- What is the role of, web portals for knowledge management?
- How do social networking, wikis and search engines contribute to the creation, acquisition, and management of knowledge?

Recommended Reading

Text(s)

Rajiv Sabherwal, Knowledge Management: Systems and Processes, M.E. Sharpe, 2010. ISBN: 978-0765623515.

Han J. & Kamber M., Data Mining: Concepts and Techniques, 2nd edition, Morgan, 2005.

Becerra-Fernandez, I., Gonzalez, A., Sabherwal, R., Knowledge Management: Challenges, Solutions, and Technologies, Pearson Prentice Hall, 2004. ISBN: 0-13-101606-7.

Loveman, G., “Diamonds in the Data Mine”, Harvard Business Review, May, pp. 109-113, 2003.

Liao P. & Yau O. H.M, Knowledge Management: the key to success in the 21st century, City University of Hong Kong, 2001.

Davenport, T.H., Prusak, Laurence, “Working Knowledge: How Organizations Manage What They Know”, Harvard Business School Press, 1998.

Online Resources

Appropriate articles from relevant journals and web sites will be used