

Syllabus

Department: Division of Library and Information Science

Course Number and Title: LIS 282 Knowledge Management

Bulletin Description: [25 words maximum]

Examines various organizational structures and the influence of structure and environment on patterns of information processing and utilization by organizations.

Prerequisite(s): None; however, LIS 205 and a library management course are suggested.

Co-requisite(s): None

Course Objectives:

Prepares the participant to:

- Understand the structures of organizations and the functions of information acquisition, storage, retrieval and analysis within them
- Know the information needs in strategic organizational planning and management
- Analyze organizations in terms of information life cycle and information processes
- Develop information services for organizational problem-solving and competitive advantage

Program Goals and Outcomes:

2A. Understand the concepts and issues related to the lifecycle of recorded knowledge and information, from creation through various stages of use to disposition.

2B. Understand the concepts, issues, and methods related to the acquisition and disposition of resources, and the management, preservation and maintenance of collections.

8A. Understanding the principles of planning and budgeting in libraries and other information agencies, as well as developing effective personnel practices and human resources.

8B. Understanding the concepts behind, issues relating to, and methods for the following: assessment and evaluation of library services and their outcomes, developing partnerships, collaborations, networks, and other structures, and principled, transformational leadership.

Units of Instruction:

1: INTRODUCTION

1.1 Logistics – Structure, Mechanics of the Course

Introduction to COURSE structure, policies, deliverables, requirements, etc. in the master syllabus documents and handouts, including reading lists.

1.2 KM – Overview: Context for Knowledge Management

- Data, Information, Knowledge, Wisdom
- Historical Context for KM
- Intellectual Capital

- The KM Spectrum

1.3 What/Who is the Organization/ Company?

- Organizational Structure
- Knowledge, Culture, & the Learning Organization
- Knowledge Culture & the Learning Organization
- Knowledge Use in Business Roles and Responsibilities
- Valuing Knowledge - The Business Case

2: IDENTIFYING CORPORATE KNOWLEDGE

- Shared Knowledge and Knowledge Push
- Individual Knowledge and Knowledge Pull
- Knowledge Repositories and Gatekeepers
- Internal vs. External Sources of Knowledge
- KM Cycle - Finding, Getting and Using Knowledge
- KM Chain - Customers, Suppliers and Knowledge

3: KM TECHNOLOGY – WHAT DRIVES IT?

- Entity
- Enterprise, Functional, Workgroup and Desktop Structures
- KM Technologies: Commercial Databases, Legacy Databases, Internets, Intranets, Extranets
- A Knowledge Warehouse Overview
- Data Mining
- Technology Issues and Deployment

4: KNOWING

4.1 What You Know/What You Need To Know

- Requirements Analysis
- Knowledge Use Analysis
- Knowledge Implementation Analysis

4.1 Organizing Knowledge Domains

- Structures and Types of Data, Metadata, and Knowledge
- The Data Component
- The Text/Document Component
- The Communication/Collaboration Component
- Knowledge Architectures: The Business to Knowledge Map

5: KNOWLEDGE SOLUTIONS - USING KNOWLEDGE PRODUCTIVELY

- Business Model Considerations
- The Marketplace Approach
- Service Delivery - The Process View
- Opportunity Identification
- Quality Emphasis - Consistent Shared Knowledge
- Aligning the Business Model with KM

6: PERFORMANCE AND EVALUATION

- Metrics for KM
- Best Practices for KM
- Decision Making and KM
- The Knowledge Analysis Matrix

7: ISSUES, TRENDS AND THE FUTURE

Selected Case Study Examples:

1. Knowledge Management at Hewlett-Packard, Early 1996
2. Teltech: The Business of Knowledge Management Case Study
3. Knowledge Management at Microsoft, 1997
4. Knowledge Management at Ernst & Young, 1997

Bibliography:

*Quality in an 'annual review of the literature' always varies, since it is determined by the quality of publications available for consideration. **Knowledge Management 2000** (reprinted with cover title **Knowledge Management 1999-2000**) was a new entry to the KM Field at the time my KM course reading list was first compiled—in January 2000. Course participants in January 2001 were only able to acquire **KM 2000-2001**, a new collection of readings that was less helpful than the first edition (since the first was free to draw on older “classics” and the second edition was limited to more recent work). Unfortunately, nothing this useful for an introductory course has been published since that time.*

New York State Education Department Requirements

1. Contact Hours – 30 hours
Comprised of the following:
 - Periodic announcements/discussion posts by the instructor
 - Lecture (online or face to face)
 - Monitoring group discussions
 - Reviewing assignments
 - Advising on semester projects
 - Email interaction
2. Supplementary Hours – 120 hours
Comprised of the following:
 - Assigned reading
 - Weekly assignments (individual and group)
 - Research for semester projects
 - Presentations (online or face to face)
 - Academic Service-Learning projects (where appropriate)