



Elements of Knowledge Management
Elements of Knowledge Management
(Elective Course)

Semester: II	Credits: 4	Subject Code: MCM22004	Lectures: 48
---------------------	-------------------	-------------------------------	---------------------

Course Outcomes:

At the end of this course, the learner will be able to:

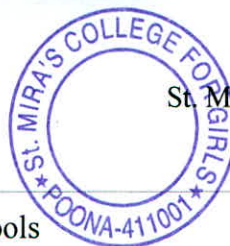
- Correlate the relevance of knowledge management in an organization
- Analyze the key challenges of knowledge management in an organization
- Recognize the role and responsibilities of knowledge management teams and significance of organizational learning
- Comprehend the various knowledge management tools
- Discuss the impact of culture of an organization on knowledge management
- Develop an ability to learn through case study method

Unit 1: Introduction to Knowledge Management	12
<ul style="list-style-type: none"> • Knowledge Management <ul style="list-style-type: none"> ○ Concept, Meaning and Definitions ○ Evolution ○ Nature and Relevance of it in today's Business world • Knowledge Management Process • Types of Knowledge • Differences between information and knowledge • Key Challenges of knowledge management • Future of Knowledge Management 	

Unit 2: Knowledge Management Teams & Organizational Learning	12
<ul style="list-style-type: none"> • Knowledge Management Teams <ul style="list-style-type: none"> ○ Roles and Responsibilities within organizations ○ Knowledge Management Profession ○ Ethical, legal and managerial issues • Organizational Learning <ul style="list-style-type: none"> ○ Individual Learning & Team Learning ○ Organizational learning frameworks ○ Organizational memory ○ Unlearning 	

Unit 3: Knowledge Management Tools	12
<ul style="list-style-type: none"> • Meaning and Categorization of Knowledge Management Tools: <ul style="list-style-type: none"> ○ Organizing Knowledge Tools ○ Knowledge Capturing Tools ○ Knowledge Sharing Tools 	

Board of Studies	Name	Signature
Chairperson (HoD)	Dr. Rama Venkatachalam	<i>Rama Venkatachalam</i>



- Knowledge Storing and Presenting Tools

Unit 4: Knowledge Management Culture

12

- Understanding of Organizational Culture and Climate details:
 - Value
 - Beliefs
 - Attitudes
 - Assumptions
- Typologies of Organizational Culture
- Measuring Organizational Culture
- Culture at the foundation of Knowledge Management
- Effects of Culture on Individuals
- Creating knowledge-sharing culture
- Cases in Knowledge Management Culture

#12 contact hours for Assignments, Visits, Research, Field Studies, etc.

Recommended Reference Books:

- Amrit Tiwana. *Knowledge Management Toolkit*, Prentice Hall: Delhi; 2002.
- Bukowitz W. R. and Williams R.I. *Knowledge Management Field book*, Prentice Hall: London; 1999.
- Elias M Awad and Hassan Ghaziri, *Knowledge Management*, PHI Learning Pvt.Ltd.: Delhi; 2011.
- Kimiz Dalkir. *Knowledge Management Theory & Practice*, MIT Press: 2017.
- Waman S Jawadekar. *Knowledge Management –Text & Cases*, Tata Mc Graw Hill: Noida; 2010.

Journals:

- The IUP Journal of Knowledge Management, IUP Publication, Hyderabad

Board of Studies	Name	Signature
Chairperson (HoD)	Dr. Rama Venkatachalam	<i>Rama Venkat</i> 15/6/20
Faculty	Ms. Jyoti Chintan	<i>Jyoti</i> 15/6/20
Faculty	Dr. Dimple Buche	<i>Dimple</i> 15/6/20
Faculty	Ms. Rajni Singh	<i>Rajni</i> 15/6/20
Faculty	Ms. Shanthi Fernandes	<i>Shanthi</i> 15/6/20
Subject Expert (Outside SPPU)	Dr. Shrirang Kandalganekar	<i>Shrirang</i> 15/6/20
Subject Expert (Outside SPPU)	Prof. Sumita Joshi	<i>Sumita</i> 15/6/20
VC Nominee	Dr. Shubhangi Joshi	<i>Shubhangi</i> 15/6/20
Industry Expert	Mr. Sanjay Kulkarni	<i>Sanjay</i> 15/6/20
Alumni	Ms. Shivani Sinha	<i>Shivani</i> 15/6/20

Board of Studies	Name	Signature
Chairperson (HoD)	Dr. Rama Venkatachalam	<i>Rama Venkat</i>