

OBJECTIVES:**The student should be made to:**

- Learn the Evolution of Knowledge management.
- Be familiar with tools.
- Be exposed to Applications.
- Be familiar with some case studies.

UNIT I**INTRODUCTION****9**

Introduction: An Introduction to Knowledge Management - The foundations of knowledge management- including cultural issues- technology applications organizational concepts and processes- management aspects- and decision support systems. The Evolution of Knowledge management: From Information Management to Knowledge Management - Key Challenges Facing the Evolution of Knowledge Management - Ethics for Knowledge Management.

UNIT II**CREATING THE CULTURE OF LEARNING AND****KNOWLEDGE SHARING****8**

Organization and Knowledge Management - Building the Learning Organization. Knowledge Markets: Cooperation among Distributed Technical Specialists – Tacit Knowledge and Quality Assurance.

UNIT III**KNOWLEDGE MANAGEMENT-THE TOOLS****10**

Telecommunications and Networks in Knowledge Management - Internet Search Engines and Knowledge Management - Information Technology in Support of Knowledge Management - Knowledge Management and Vocabulary Control - Information Mapping in Information Retrieval - Information Coding in the Internet Environment - Repackaging Information.

UNIT IV**KNOWLEDGEMANAGEMENT-APPLICATION****9**

Components of a Knowledge Strategy - Case Studies (From Library to Knowledge Center, Knowledge Management in the Health Sciences, Knowledge Management in Developing Countries).

UNIT V**FUTURE TRENDS AND CASE STUDIES****9**

Advanced topics and case studies in knowledge management - Development of a knowledge management map/plan that is integrated with an organization's strategic and business plan - A case study on Corporate Memories for supporting various aspects in the process life -cycles of an organization.

TOTAL: 45 PERIODS**OUTCOMES: Upon completion of the course, the student should be able to:**

- Use the knowledge management tools.
- Develop knowledge management Applications.
- Design and develop enterprise applications.

TEXT BOOK:

1. Srikantiah, T.K., Koenig, M., “Knowledge Management for the Information Professional” Information Today, Inc., 2000.

REFERENCE: 1. Nonaka, I., Takeuchi, H., “The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation”, Oxford University Press, 1995.