

## **KM Course Codes Before Semester 1 AY2022-2023**

### **NOTE**

Not all courses listed in the curriculum will be offered in a semester. Courses offered are subjected to availability of instructors and resources.

### **Core Courses**

#### **K6301 Foundations of Knowledge Management**

Data, information, knowledge, intelligence, and wisdom continuum. Forms and sources of knowledge. Types of best practices. Knowledge market: the players, dynamics, and pathologies. Theories and principles of knowledge management. Perspectives of knowledge management. Steps in the knowledge management process: knowledge generation, knowledge codification, knowledge transfer. Organisational enablers for sharing and managing knowledge: management, information and technology.

#### **K6302 Knowledge Management Practices and Implementation**

Approaches to implementing knowledge management. Application examples with focus on people-process-technology issues: enterprise knowledge portals, communities of practice, after action reviews, knowledge café, benchmarking and best practices, organisational learning, and incentive programmes. Success stories and lessons learnt from industry. Roles, responsibilities and competencies of KM professionals.

### **Group A Electives**

#### **K6303 Information and Knowledge Assets**

Internal and external knowledge sources important for organisational effectiveness. Knowledge assets in organisations. Using the I-Space model to map organisational knowledge assets. Social learning cycle. Understanding the knowledge worker: Schumpeterian and Newtonian learning, Career Anchors, Gardner's Theory of Multiple Intelligences, Sternberg's Balance Theory of Wisdom. Social network analysis: Measures of centrality, Measures of cohesion.

#### **K6304 Knowledge Management Strategies and Policies**

Defining and developing knowledge strategies. Determining the value of knowledge and innovation. Organisational knowledge creation strategies. Managing knowledge flows in alliances, subsidiaries, M&A and outsourcing contexts. Effective management of knowledge assets – creating a knowledge index or expertise locator, conducting a knowledge audit, good practices repositories. Knowledge fusion strategies. Issues and challenges for knowledge economies and enterprises. Micro and macro KM case studies.

### **K6305 Knowledge Management Technologies**

Frameworks for study of KM tools. Assessing organisational and technological readiness. Developing a KM infrastructure and architecture. Selection and evaluation of KM tools including content management, business intelligence, search engines, intelligent agents, mind mapping and idea processors, taxonomy builders, enterprise knowledge portals, collaboration and learning systems. Trends and future directions of KM technologies.

### **K6306 Organisational Theory and Practice**

The course focuses on the macro aspects of organisations and ties together the classic and contemporary works of both conceptual and empirical natures of organisational designs and structure. It explores the notion of the organisation as an entity (business, corporation, institution) with that of a process: the actions necessary to take part in organising and to organise. Topics include organisation theories, systems and structures and their impact on 'the doing' and 'the being' of the organisation. The idea is to explain the phenomena to which these concepts refer to populate the studies of society, individual, structure and corporations.

### **K6307 Organisation of Knowledge**

Knowledge organisation systems, services, and structures. Intellectual foundations in knowledge structures. Features and procedures used in knowledge organisation schemes: classification and categorisation systems, thesauri, taxonomies, and ontologies. Using knowledge organisation tools for content organisation and management: websites, intranets, portals, document management systems, and other web-based services.

### **Group B Electives**

#### **K6308 Business Intelligence**

Business intelligence in the corporate environment: application, systems and processes. Characteristics of competitor, competitive and social intelligence. Business intelligence and growth opportunities: political, economic and social environments. Business intelligence strategies and systems. Business intelligence in various contexts: product, customer and supplier. Internet and Web-based intelligence. Ethical issues related to business intelligence.

### **K6309 Intellectual Capital Management**

Fundamentals of intellectual capital. Intellectual capital measurement framework. Major knowledge assets valuation approaches: income, market and cost. Intellectual capital measurement models including Skandia's IC navigator and Intangible Asset Monitor. Parameters for managing intellectual capital. Managing knowledge workers and intellectual capital in organisations. Intellectual property protection and exploitation. Disclosure and corporate governance.

### **K6311 Storytelling for Organisations**

Living narrative, corporate storytelling, and the power of the tale in organisational life. Gargiulo's strategic use of stories in organisational communication and learning. Booker's basic plots of stories: overcoming the monster, rags to riches, the quest, voyage and return, comedy, tragedy, and rebirth. Denning's narrative patterns for leadership storytelling: motivating others to action, building trust, branding, transmitting values, collaborating, sharing knowledge, taming the grapevine, creating a vision.

### **K6312 Information Mining & Analysis**

Principles and concepts of knowledge discovery and data mining. The knowledge discovery process. Data preparation. Techniques and methods for extracting information and knowledge from large amounts of data. Statistical methods. Machine learning techniques: decision tree induction, nearest neighbour categorisation, Bayesian learning, neural networks, association rules, and clustering. Text and Web mining for unstructured data. Data mining for KM applications.

### **K6315 Information Entrepreneurship**

Entrepreneurship theory; the entrepreneurial process; Developing successful business ideas, identifying markets and sources of revenue, industry and competitor analysis, and understanding the value chain; Developing an effective business model, creating a

venture team, and marketing, sales and financial plans; Developing an efficient operations model, getting financing and funding, and strategies for growth; Managing partners and investors, staff and suppliers, and customers.

### **K6316 Organisational Leadership**

Introduction to leadership. Challenges for leadership in knowledge management. Leadership research. Charismatic and transformational leadership. Leadership traits and styles. Personal leadership profile. Power, politics and influence. Leadership communication. Leading teams. Followership. Managing organisational processes and innovation. Managing KM initiatives. Leadership and strategy. Leading change.

### **K6318 My Learning Journey**

As technology renders jobs obsolete, remaining employable has become a challenge that workers need to face. Lifelong learning is way of not mere remaining relevant but thriving at the workplace. There is no single method of learning. What works best depends on the task, the context, and the personality of the learner. Learners will be more effective at earning if they are aware of the range of possible learning methods, when to apply each, and what works best for him. This course seeks to broaden students understanding of the role of learning in the modern career and the modern life. Students will learn how to ownership of their learning and create a disciplined, synthesising, creating, and learning mind within themselves.

### **Research Project**

- [\*\*Dissertation\*\*](#)
- [\*\*Critical Inquiry\*\*](#)

### **K6399 Critical Inquiry**

Role of critical thinking, evaluation and research in information and knowledge work; steps in carrying out a research project: problem identification, critique and review of research; selection and use of theoretical framework, methodological design, data collection and analysis; developing a research proposal; communicating research results; assessment and use of results of research studies; ethical concerns and issues associated with research.

### **Cross-listed Courses from Other Programmes**

### **A6357 Emerging Communication & Information Technologies**

This course examines new and emerging information and communication technologies with a special focus on computer-related technologies (including Web, App, smart devices, mobile technologies, computer games, educational simulation, speech user interfaces, social interfaces, agents, avatars, virtual reality, and social robots). Psychological, socio-cultural, and business implications of new technologies are the main concerns of the course.

In this course, students will learn to analyse the implications of future unseen technologies through diverse methodological tools and viewpoints provided in the class.

### **A6367 Digital Media Governance**

This is a course on governing current, emerging and future technology: rules about rules, rules about the rulers and the ruled, and the shifting geopolitics of national, regional, and international digital realms. It aims to equip students with the knowledge of how international and national laws and policies regarding the Internet and digital media are made.

The course will cover the governance of critical Internet resources, privacy, content regulation issues including moderation, the challenges of digital challenges, and emergent technologies. It will discuss surveillance, artificial intelligence as well as the tension in 5G technology.

### **H6723 Business & Management Information Sources & Services**

This course provides an overview of the wide world of business information sources and services. Students will learn both the major print and electronic resources as well as a variety of business information services that can be provided by libraries and information centres.

Business print resources and databases. Government sources and services for business. Economic and industrial indicators. Marketing information resources. Investment information resources. Corporate information needs and services. Competitive intelligence and business. Intellectual property issues. Future trends in the provision of information to business.