

COURSE SYLLABUS
Southeast Missouri State University

Department of Industrial & Engineering Technology

Course No: IM-606

Title of Course: Knowledge Management: Approaches, Cases and Challenges

New: Spring 2000

- I. Catalog Description and Credit Hours of Course: The goal of the course is to prepare students to become familiar with the current theories, practices, tools and techniques in knowledge management (KM) organizations. In addition, students will learn to determine the infrastructure requirements to manage the intellectual capital in organizations. (3 credit hours)
- II. Prerequisite (s): Graduate Student Status, IM-603, or Permission of Instructor
- III. Purpose or Objectives of the course: Upon completion of this course, the student will be able to:
 - A. define KM, learning organizations, intellectual capital and related terminologies in clear terms and understand the role of knowledge management in organizations.
 - B. demonstrate an understanding of the history, concepts, and the antecedents of management of knowledge and describe several successful knowledge management systems.
 - C. identify and select tools and techniques of KM for the stages of creation, acquisition, transfer, and management of knowledge.
 - D. analyze and evaluate tangible and intangible knowledge assets and understand current KM issues and initiatives.
 - E. evaluate the impact of technology including telecommunications, networks, internet/intranet role in managing knowledge.
 - F. identify KM in specific environments: managerial and decision making communities; economic sectors; information systems; health information systems; and others.
 - G. demonstrate an understanding of the importance of intellectual capital to benefit the competitive advantage in organizations.
 - H. specify application packages in KM and the issues in designing and developing knowledge data bases (including intranets and groupware).

- I. develop a working knowledge in the area through focused projects.

- IV. Expectations of Students: The course will be conducted in a seminar style to develop students' analytical abilities in the area of KM and knowledge systems. The contents of the course is divided into various segments as indicated on the schedule to provide a balanced approach to the field. Students will be expected to complete:
 - A. knowledge management project
 - B. class discussion
 - C. assignments

- V. Course Content or Outline (Weeks):
 - A. The Third Millennium Enterprise (1-2)
 - B. The Emergence of Intellectual Capital (3)
 - C. Market Assets (4)
 - D. Intellectual Property Assets (5)
 - E. Human-centered Assets (6)
 - F. Infrastructure Assets (7)
 - G. Planning an Intellectual Capital Audit (8)
 - H. The Intellectual Capital Audit (9)
 - I. Infrastructure Assets (10)
 - J. Intellectual Capital Management (11)
 - K. Knowledge Management and Corporate Memory (12)
 - L. Extending the Intellectual Capital Asset Base (13)
 - M. Valuing Intellectual Capital (14)
 - N. Presentations (15-16)

- VI. Textbook (s) and/or Other Required Materials or Equipment:

- A. Brookings, A. (1998) Intellectual Capital. ITP An International Thomson Publishing Company.
 - B. Additional material provided will be case studies and instructor produced material.
- VII. Basis for Student Evaluation: Students will be evaluated based on the following:
- A. Written Exams (20%)
 - B. Knowledge Management Project (35%)
 - C. Case Studies & Internet Assignments (30%)
 - D. Discussion & Participation (15%)
 - E. Grading scale:
 - 1. 90 - 100 = A
 - 2. 80 - 89 = B
 - 3. 70 - 79 = C
 - 4. Below 70% = F
- VIII. Disabilities Statement: If you have special needs addressed by the Americans With Disabilities Act and need course materials in an alternative format, notify your course instructor immediately. Reasonable efforts will be made to accommodate your special needs.