Course Title	Knowledge Management				
Course Code	CIS305				
Course Type	Compulsory				
Level	Bachelor (1st cycle)				
Year / Semester	3rd Year / 6th Semester				
Teacher's Name	TBA				
ECTS	6	Lectures / week	3 hours / 14 weeks	Laboratories / week	None
Course Purpose and Objectives	This course provides students a detailed and critical understanding of the business of managing the generation, formulation, dissemination, retention, storage, measurement, application, distribution, archival and disposal of corporate knowledge. Emphasis will be given on the technologies that support these processes and the human actions and interactions within these KM processes and technologies.				
Learning Outcomes	Upon succesful completion of this course students should be able to: • Define the basic concepts and practices of Knowledge Management within various organizational contexts and business sectors. • Compare and contrast alternative approaches to gaining business value from Knowledge Management initiatives. • Review and critically assess the use of Knowledge Management technologies in different business environments. • Identify opportunities for enhancing the business value of knowledge through markets for knowledge exchange and related value added activities. • Apply a range of techniques to specifying and assessing Knowledge Management solutions. • Design and plan Knowledge Management initiative for a particular organization in terms of its organizational culture, structure and business strengths. • Evaluate the benefits of Knowledge Management implementation.				
Prerequisites	CIS300	Co-requisites	None		
Course Content	Principles of knowledge management: Introducing Knowledge Management. Describe what KM is and what the forces are that drive KM. Discuss organizational issues related to KM. Explain knowledge management systems (KMS) and their role in the organization. Discuss the relevance of KM in today's dynamic environments augmented with increasing technological complexity. Present the benefits and considerations about KM, including an overview of the nature of the KM projects currently in progress at public and private organizations around the world, and the important role that IT plays in KM, The Nature of				

<table>
<tr><td></td><td>Knowledge; Knowledge Management Solutions. Organizational Impacts of Knowledge Management. Factors Influencing Knowledge Management. Knowledge Management Assessment of an Organization.

Technologies for knowledge management. Artificial Intelligence as an enabler of Knowledge Management. Introduce knowledge as an important facet of intelligent behavior. Reusing Human Expertise in intelligent computerized systems, Use Past History Explicitly as Knowledge, Knowledge Elicitation and the conversion of Tacit Knowledge to Explicit. Discovering new knowledge through Data Mining.
Knowledge management systems. Basic concepts of Knowledge Discovery Systems, Knowledge Capture Systems, Knowledge Sharing Systems, Knowledge Application Systems.
The future of knowledge management. To describe the KM goals for the members of an organization: to discover, capture, share, and apply their knowledge. To present ideas about the future of KM: KM systems to support humane decisions and to deal with “wicked” problems. To explain the importance that corporate managers institute safeguards for insuring the security and adequate use of their corporate knowledge.</td></tr>
<tr><td>Teaching Methodology</td><td>Face-to-face</td></tr>
<tr><td>Bibliography</td><td>Dalkir, K. (2017). Knowledge Management in Theory and Practice, The MIT Press.

Emil, H. (2018). Knowledge Management: A Theoretical and Practical Guide for Knowledge Management in Your Organizatio.n,

Rhem, A. J. (2016). Knowledge Management in Practice, Auerbach Publications</td></tr>
<tr><td>Assessment</td><td><table>
<tr><td>Examinations</td><td>50%</td></tr>
<tr><td>Assignments</td><td>40%</td></tr>
<tr><td>Class Participation and attendance</td><td>10%</td></tr>
</table></td></tr>
<tr><td>Language</td><td>English</td></tr>
</table>