

LIS 465: Knowledge Management Syllabus: Fall 2008

NOTE: This syllabus is not a contract. The instructor reserves the right to alter the course requirements and/or assignments based on new materials, class discussions, or other legitimate pedagogical objectives.

Class Meetings: Monday, 6pm-9pm, Room P-206
Instructor: Cynthia Cheng Correia
Office Hours: After class and by appointment
Campus Office: (TBA)
Off-Campus Telephone: 617.479.7862 (**Knowledge inForm**, Inc.)
E-mail: ccorreia@knowledgeinform.com (preferred) or correiac@simmons.edu

When contacting me via email, please include a **clear subject line** so that I can more easily distinguish your messages from other messages that I receive. I am often more easily reached by phone. **If your call is urgent or requires more than a quick/simple response, please telephone.**

Course Description (From Catalog)

This course introduces information professionals to the basics underlying the KM function--the organization and dissemination of the information that an organization already owns. Seventy-five percent of the course will address KM from a management perspective and the remainder will introduce the document management issues that the elective courses listed below will further develop. Various aspects of managing KM will be covered such as its link to organizational strategy, costs, benefits, standards, and professionals' roles. Also, operational components will be introduced, including taxonomies, thesauri, indexes, and the retrieval of textual information. Case studies are included. *Prerequisite: None*

Those students wanting to develop their skills in this field are required to take this course as an introduction to the KM profession. Depending on the roles that they might want to assume in the profession, students might select from the following LIS course offerings in the KM track:

- LIS 419: Subject Analysis
- LIS 454: Digital Information Services & Providers
- LIS 455: Applied Information Systems Design
- LIS 456: Managing Records in Electronic Environments
- LIS 458: Database Management
- LIS 486: Systems Analysis in Information Services
- LIS 488: Technology for Information Professionals
- LIS 531G: Web Development and Information Architecture
- LIS 531I: Research for Generating Knowledge and Organizational Improvement

Course Objectives and Learning Outcomes

This course is designed to achieve the following Student Learning Outcomes:

- Demonstrate the ability to apply standards relevant to specific information service activities. (1)
- Analyze, synthesize, and communicate information and knowledge in a variety of formats. (4)
- Assess, create, and evaluate systems for managing content. (6)

www.simmons.edu/gslis/about/mission.shtml

In achieving these objectives, students will:

- Recognize existing and potential problems in a workplace and devise strategies to resolve them. (Learning Outcome 5)
 - Demonstrate leadership abilities. (Learning Outcome 8)
 - Respond to diversity among individuals and communities through policies, collections, and services. (Learning Outcome 9)
 - Become conversant in knowledge management, strategic, and corporate/organization terms and concepts.
 - Develop an awareness of issues and trends in the information, content, and knowledge industry.
 - Understand the types of knowledge management tools & service; and how to evaluate, select, and use them effectively.
 - Gain familiarity with knowledge management-related projects and deliverables.
 - Identify and apply professional tools, news, and resources to gain awareness and build upon skills.
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The course schedule below provides a broad outline of the topics we will cover. Our pace, progress, snow days, and -- to some extent -- student interest will shape the outcome of this course. Students are encouraged to **share questions, ideas, and issues** to help enrich the course content and build teamwork. **Please note that readings should be reviewed for the class meeting listed.**

Course Schedule (13 Meetings)

September 8 **Welcome and Course Introduction:** Syllabus, Readings, Expectations
Survey
Introduction to Knowledge Management
The KM Cycle

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapters 1-2**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management in Practice: Connections and Context*. **Chapters 1-4** **RESERVE**

September 15 **KM Models**
KM Capture

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapters 3-4**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management in Practice: Connections and Context*. **Chapter 5** **RESERVE**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapter 8**
RESERVE

September 22 Knowledge Sharing

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapter 5**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management in Practice: Connections and Context*. **Chapters 16, 18 RESERVE**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapter 9, 10 RESERVE**

September 29 Knowledge Application

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapter 6**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management in Practice: Connections and Context*. **Chapters 6, 7, 25 RESERVE**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapter 11, 31 RESERVE**

**October 6 Knowledge & Organizational Culture
KM & Organizational Learning**

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapter 7**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management Lessons Learned: What Works and What Doesn't*. **Chapter 29, 31-32 RESERVE**

October 13 COLUMBUS DAY [No Class Meeting]

October 20 KM Tools

KM Paper Due

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapter 8**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapters 1 (pages 1-55), 22 RESERVE**

October 27 KM Tools

Readings:

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management Lessons Learned: What Works and What Doesn't*. **Chapters 11-13, 15-18** **RESERVE**

November 3 **KM Strategy**

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapter 9 (pages 247-265, 275-280)**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management in Practice: Connections and Context*. **Chapters 8-10, (11)** **RESERVE**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapters 1 (pages 56-62), 3** **RESERVE**

November 10 **KM Metrics**

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapter 9 (pages 266-280)**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management in Practice: Connections and Context*. **Chapters 19, 20** **RESERVE**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapter 1 (pages 63-66)** **RESERVE**

November 17 **KM Roles: The KM Team & the Knowledge Worker**

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapter 10**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management Lessons Learned: What Works and What Doesn't*. **Chapter 20** **RESERVE**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapters 19, 28** **RESERVE**

November 24 **KM & Intelligence**

Readings:

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management Lessons Learned: What Works and What Doesn't*. **Chapters 26-28** **RESERVE**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapter 24**
RESERVE

December 1 **Final Project/Presentations**

December 8 **KM Wrap-up: Past & present and in 360°, Future of KM, & Staying Abreast of
Developments
Evaluations**

Readings:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. **Chapter 11**

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management Lessons
Learned: What Works and What Doesn't*. **Chapter 21** **RESERVE**

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. **Chapters 1 (pages
66-70), 13, 18** **RESERVE**

Course Readings

Assigned readings are listed above for each class. Based on industry developments, additional material may be announced and listed on class wiki.

REQUIRED TEXT:

Dalkir, Kimiz. *Knowledge Management in Theory and Practice*. Burlington, MA: Butterworth-Heinemann, 2005. (ISBN 10: 075067864X)

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management in Practice: Connections and Context*. Medford, NJ: Information Today, 2008. (ISBN: 978-1-57387-312-3)

RECOMMENDED TEXTS: (copy/ies are on Reserve, see list below)

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management Lessons Learned: What Works and What Doesn't*. (ISBN 10: 1573871818)

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. Burlington, MA: Butterworth-Heinemann, 2004. (ISBN 10: 0750678186)

Reserve Readings (Books/Monographs)

The following texts are on Reserve under the course number LS454.02 at the Beatley Library Circulation Desk. Additional material placed on reserve will be announced in class and linked from **Vista**.

Davenport, Thomas H. and Laurence Prusak. *Working Knowledge: How Organizations Manage What They Know*. Reserve: HD58.82 .D38 1998

Also Simmons College NetLibrary access: <http://0-www.netlibrary.com.library.simmons.edu/urlapi.asp?action=summary&v=1&bookid=7259>

Harvard Business Review on Knowledge Management. Reserve: HD30.2 .H375 1998

Hobohm, Hans-Christoph. *Knowledge Management: Libraries and Librarians Taking Up the Challenge*. Reserve: HD30.2 .K56 2004

Koenig, Michael E.D. and T. Kanti Srikantaiah. *Knowledge Management Lessons Learned: What Works and What Doesn't*. Reserve (2 copies): HD30.2 .K6375 2004 and HD30.2 .K6375 2004 c.2

Rao, Madanmohan. *Knowledge Management Tools and Techniques*. Reserve: HD30.2 .R356 2004

Additional Readings

The following text(s) is/are good resources, but may not be assigned in this class.

Stewart, Thomas A. *The Wealth of Knowledge: Intellectual Capital and the Twenty-First Century Organization*. New York: Currency, 2001.

Simmons College ebrary access:

<http://0-site.ebrary.com.library.simmons.edu/lib/simmons/Doc?id=10040191>

Other Recommended Resources (more will be announced in class or via email/Vista)

E-Content (Information Today)

Print, selected full text online, newsletter, etc.

www.econtentmag.com

Information Today (Information Today)

Print, selected full text online, conferences, news alert, etc.

www.infotoday.com/it/default.shtml

KMWorld (Information Today)

Print, selected full text online, conference, news alerts, webinars, whitepapers, etc.

www.kmworld.com

SLA KM Division

Discussion list, Wiki, conference sessions, etc.

<http://units.sla.org/Division/dkm/>

Course Evaluation and Expectations

Class Attendance & Participation: This course incorporates examinations & discussion of lecture topics, cases, current developments, as well as exchange of ideas. To support a richer classroom experience and build a team-based environment, you are expected to attend each class meeting and participate in discussions and activities. Should you miss a class, you are expected to obtain class notes and assignments.

Assignments: The following graded assignments are due at the **start** of the class meeting specified. Additional details may be provided in class.

KM Current Topics

Each class, for which an assignment isn't due, please bring in an article about a current KM topic or issue. The article does not need to be from a KM publication, but it does need to be relevant to KM. Please be prepared to discuss the topic and share your opinion.

KM Briefing Paper

Please examine in a 5-7 page briefing paper a current KM issue. In your paper, please define clearly the issue, its areas of impact, implications, key practitioner/expert positions, your position, possible solutions, your recommendations, and why you've drawn this conclusion. Be clear and concise in your treatment of this issue, focusing on the salient matters and supporting your conclusions. **DUE OCTOBER 20th**

Final Project/Presentation: KM Program Review

Working in teams of three, please identify an organization that operates an established KM program and interview the KM manager or team leader regarding the history & development of their program; KM mission, purpose, & scope, KM model(s); key issues confronted at each stage of development or evolution; solutions to these issues; current issues; key tools, techniques, processes, services, and products; next steps; etc. Please be prepared to deliver your findings, conclusions, and recommendations via a class presentation on **DECEMBER 1st**.

Final Grades will be assigned according to the college grading system and calculated based on the following:

Class Attendance & Participation	10%
KM Current Topics	10%
Assignment 1: KM Paper	40%
Final Project/Presentation	50%

Late deliverables for assignments will be penalized one grade step for each day. Students are also expected to abide by the college **Honor Code**. Academic dishonesty is unacceptable and will result in the failure of the course and possible dismissal from the program. For more information regarding the Honor Code, please visit:

<http://my.simmons.edu/gslis/resources/student-info/honor-code.shtml>.

Simmons College complies with the **American with Disabilities Act** and **Section 504 of the Rehabilitation Act**. Any student who may require an accommodation under such provisions should contact me as soon as possible and no later than the end of the first week of classes or as soon as you become aware. No retroactive accommodations will be provided in this class. Reasonable accommodations will be provided for students with documented physical, sensory, systemic, cognitive, learning, and psychiatric disabilities. If you have a disability and anticipate that you will need reasonable accommodation in this class, it is important that you contact the Director of the Academic Support Center, at 617.521.2471 early in the semester. Students with disabilities are also encouraged to contact their instructors to discuss their individual needs for accommodations.

The Academic Support Center provides writing tutors and those who will help students with learning challenges. If you have a disability and anticipate that you will need a reasonable accommodation in this class, it is important that you contact the Director of the Academic Support Center, at 617.521.2471 early in the semester.