



**Elements of Knowledge Management**  
**Elements of Knowledge Management**  
**(Elective Course)**

<b>Semester: II</b>	<b>Credits: 4</b>	<b>Subject Code: MCM22004</b>	<b>Lectures: 48</b>
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**Course Outcomes:**

At the end of this course, the learner will be able to:

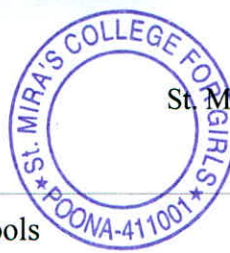
- Correlate the relevance of knowledge management in an organization
- Analyze the key challenges of knowledge management in an organization
- Recognize the role and responsibilities of knowledge management teams and significance of organizational learning
- Comprehend the various knowledge management tools
- Discuss the impact of culture of an organization on knowledge management
- Develop an ability to learn through case study method

<b>Unit 1: Introduction to Knowledge Management</b>	<b>12</b>
<ul style="list-style-type: none"> <li>• Knowledge Management             <ul style="list-style-type: none"> <li>○ Concept, Meaning and Definitions</li> <li>○ Evolution</li> <li>○ Nature and Relevance of it in today's Business world</li> </ul> </li> <li>• Knowledge Management Process</li> <li>• Types of Knowledge</li> <li>• Differences between information and knowledge</li> <li>• Key Challenges of knowledge management</li> <li>• Future of Knowledge Management</li> </ul>	

<b>Unit 2: Knowledge Management Teams &amp; Organizational Learning</b>	<b>12</b>
<ul style="list-style-type: none"> <li>• Knowledge Management Teams             <ul style="list-style-type: none"> <li>○ Roles and Responsibilities within organizations</li> <li>○ Knowledge Management Profession</li> <li>○ Ethical, legal and managerial issues</li> </ul> </li> <li>• Organizational Learning             <ul style="list-style-type: none"> <li>○ Individual Learning &amp; Team Learning</li> <li>○ Organizational learning frameworks</li> <li>○ Organizational memory</li> <li>○ Unlearning</li> </ul> </li> </ul>	

<b>Unit 3: Knowledge Management Tools</b>	<b>12</b>
<ul style="list-style-type: none"> <li>• Meaning and Categorization of Knowledge Management Tools:             <ul style="list-style-type: none"> <li>○ Organizing Knowledge Tools</li> <li>○ Knowledge Capturing Tools</li> <li>○ Knowledge Sharing Tools</li> </ul> </li> </ul>	

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o Knowledge Storing and Presenting Tools	
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<b>Unit 4: Knowledge Management Culture</b>	<b>12</b>
<ul style="list-style-type: none"> <li>• Understanding of Organizational Culture and Climate details:             <ul style="list-style-type: none"> <li>o Value</li> <li>o Beliefs</li> <li>o Attitudes</li> <li>o Assumptions</li> </ul> </li> <li>• Typologies of Organizational Culture</li> <li>• Measuring Organizational Culture</li> <li>• Culture at the foundation of Knowledge Management</li> <li>• Effects of Culture on Individuals</li> <li>• Creating knowledge-sharing culture</li> <li>• Cases in Knowledge Management Culture</li> </ul>	

#12 contact hours for Assignments, Visits, Research, Field Studies, etc.

<b>Recommended Reference Books:</b>
<ul style="list-style-type: none"> <li>• Amrit Tiwana. <i>Knowledge Management Toolkit</i>, Prentice Hall: Delhi; 2002.</li> <li>• Bukowitz W. R. and Williams R.I. <i>Knowledge Management Field book</i>, Prentice Hall: London; 1999.</li> <li>• Elias M Awad and Hassan Ghaziri, <i>Knowledge Management</i>, PHI Learning Pvt.Ltd.: Delhi; 2011.</li> <li>• Kimiz Dalkir. <i>Knowledge Management Theory &amp; Practice</i>, MIT Press: 2017.</li> <li>• Waman S Jawadekar. <i>Knowledge Management –Text &amp; Cases</i>, Tata Mc Graw Hill: Noida; 2010.</li> </ul>

<b>Journals:</b>
<ul style="list-style-type: none"> <li>• The IUP Journal of Knowledge Management, IUP Publication, Hyderabad</li> </ul>

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