

Global Learning Semesters

Course Syllabus

Course: ITM-575 Knowledge Management

Department: Computer Science

Host Institution: Intercollege, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
ITM-575	Knowledge Management	3
Semester Offered	Contact Hours	Prerequisites
Please contact us	42-45	None
Department	Level of Course	Language of Instruction
Computer Science	Upper Division	English

Course Description

This course examines the analytical, managerial and technological approaches used in the practice of knowledge management. It introduces and critically examines the major knowledge management approaches, such as tacit-to-explicit conversion spirals, data mining, data visualization, and collaborative strategies. Economic and social issues in the creation and transfer of knowledge are examined. Best knowledge management practices in core processes, such as customer support and supply chain management, and specific industry contexts are discussed.

Prerequisites

None

Readings and Resources

Required Text Book/Other Readings

- Awad E. M. and H. M. Ghaziri (2004) Knowledge Management, Pearson Education Inc., Prentice Hall, ISBN: 0130348201.

Recommended Readings

Other relevant books are listed below. These are not required for the course, but are helpful.

- Becerra-Fernandez, I. Gonzalez, A. and R. Sabherwal (2003) Knowledge Management Challenges, Solutions, and Technologies, Pearson Education Inc., Prentice Hall, ISBN: 0131099310.
- S.Barnes Ed. (2002), Knowledge Management Systems: Theory and Practice, Thomson Learning, ISBN: 1861526164.