

Course Code	Course Title	L	T	P	C
OLMBA602	Knowledge Management	3	1	0	4
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives:					
1. This course will facilitate the students to study the basic theory and some practical application of Knowledge Management.					
2. Knowledge Management tools within organizations.					
3. Formulate KM tools required for the transfer of knowledge based on the organization's culture.					
4. Ascertain the ethical issues pertaining to the KM practices in the organization					
Course Outcomes:					
1. Comprehend the knowledge management drivers and the evolution of KM.					
2. Identify the importance of cognitive skills and creativity in KM practices.					
3. Comprehend the importance of the KM in the business environment.					
4. Recognize the KM Tools available for the knowledge transfer.					
Module:1	Introduction to Knowledge Management				
Knowledge Hierarchy, Knowledge Management (KM), KM Evolution, Knowledge Worker, Forms of Knowledge, Key Drivers of KM.					
Module:2	Knowledge Management Life Cycle				
Nonaka's Model of Knowledge Creation, Knowledge Sharing, Knowledge Utilization, KM Road Map. Importance of Tacit Knowledge, Challenges faced in Tacit Knowledge Externalization, Knowledge Transfer Techniques, Expert Knowledge.					
Module:3	Aligning KM in organizations				
HRM Practices and KM; Learning, Cognitive skills and KM; Creativity, Innovation and KM; Organizational Culture, Change and KM; Leadership and KM; ICTs and KM.					
Module:4	Role of Organizational culture				
Different types of cultures, Organizational cultural analysis, Culture at the foundation of KM, Effects of culture on individuals, Transformation to a knowledge sharing culture, Impact of merger on culture, Impact of virtualization on culture.					
Module:5	Organizational Learning and Organizational Memory				
How do organizations learn and remember? Frameworks to assess organizational learning and organizational memory, The management of organizational memory, Organizational learning, The lessons learned process, Organizational learning and organizational memory Models, Three-tiered approach to knowledge continuity.					
Module:6	Knowledge Management Tools				
Diagnostic technologies and their value, Data management, information technology, and organizational productivity, Web-centric knowledge management, Global, joint, simultaneous problem-solving in a value network, Content Analysis.					
Module:7	Social and Ethical Issues				
Communities of Practice, Knowledge-friendly companies, knowledge transfer between academia and industry, KM System Deployment in various sectors.					
	Total Hours of Study:				120 Hrs.
Text Book(s)					
1.	Edwards. J.S, (2015), The Essentials of Knowledge Management, Palgrave Macmillan, UK.				

2.	North. K, G. Kumta, (2014), Knowledge Management: Value creation through organizational learning, Springer.		
Reference Books			
1.	Jennex M.E, (2007), Knowledge Management: Concepts, Methodologies, Tools and Applications, 6th revised edition, Idea Group.		
2.	Donald Hislop, (2013), Knowledge Management in Organizations, 3rd edition, Oxford University Press.		
3.	Dalkir. K, (2011), Knowledge Management in Theory and Practice, 2nd Edition, MIT Press.		
Mode of Evaluation: Quiz/ Assignment/CAT/FAT			
Recommended by Board of Studies		02-11-2023	
Approved by Academic Council		No. 72	Date: 13-12-2023