

Knowledge Management (CSC-355)
Tribhuvan University
Institute of Science and Technology
Soch College of Information Technology
Bachelor of Science in Computer Science and Information Technology

Course Title: Knowledge Management

Course no: CSC-355 ----- **Full Marks: 80+20**

Credit hours: 3 ----- **Pass Marks: 32+8**

Nature of course: Theory (3 Hrs.)

Course Synopsis: Study of knowledge intensive organization, knowledge management issues.

Goal: This course introduces fundamental concept of knowledge and different managerial issues in managing the knowledge.

Course Contents:

Unit. 1 ----- 16 Hrs.

1.1 Introduction of Knowledge Management: Knowledge and its importance, Definition of Knowledge, Knowledge management, From information to knowledge.

1.2 The Knowledge Edge: A common theme, Intellectual Capital, Drivers of Knowledge Management, Knowledge-centric drivers, Technology drivers, Organizational structure based drivers, Personnel focused drivers, Process drivers, Economic drivers, Creating the knowledge edge.

1.3 From Information to Knowledge: Different between knowledge and information, from data to knowledge, Types of knowledge, the three fundamental steps, Knowledge management systems and existing technology. Business and knowledge.

Unit 2: ----- 20 Hrs.

2.1 Implementing Knowledge Management: The 10 step knowledge management road map, Infrastructure evaluation, Knowledge management system analysis, Deployment, Metrics for performance evaluation.

2.2 The Leverage Infrastructure: Leveraging the Internet, Aligning knowledge management and business strategy.

2.3 Knowledge Management System Analysis, Design & Development: Infrastructural foundation, Knowledge audit and analysis, Designing the knowledge management team, Creating knowledge management system blue print, Developing the knowledge management system.

Unit 3: ----- 9 Hrs.

3.1 Knowledge Management System Development: Prototyping & development, Reward structure.

3.2 Metrics for Knowledge Work: Traditional Metrics, Pitfalls in choosing metrics.

3.3 Code Optimization: The principal sources of optimization, Optimization of basic blocks, loops in flow graphs.

Laboratory works: Developing small scale KM project.

Text / References books: The Knowledge Management Tool Kit, Amrit Tiwana Pearson Education Asia