

IS 556 Knowledge Management for Information Professionals

Fall 2009

Section 001

Wednesdays 6:30 – 9:10 Centra

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Office Hours: Thurs. 5:30 – 6:30 and by appointment

“Information is not knowledge.”

-- Albert Einstein

“It isn’t what you know that counts; it’s what you think of in time.”

-- Benjamin Franklin

Course Description:

from *SIS Graduate Student Manual 2008-2010*

“Covers classic theories of knowledge and theories of first and second-generation knowledge management paradigms. Introduces related disciplines and the knowledge lifecycle, types of knowledge, organizational learning, intellectual capital, communities of practice, knowledge ecologies, knowledge audits, knowledge sharing, repurposing of information, uses of information technology, and roles of information professionals in developing knowledge management initiatives.”

Prerequisites: None

Course Credit: 3.0 graduate credit hours

Course Objectives:

At the end of this course, you will understand the following:

- what knowledge management is from a multidisciplinary perspective
- key concepts in knowledge management including tacit versus explicit knowledge, knowledge capture and codification, communities of practice, organizational learning, and knowledge sharing in organizations
- the knowledge management cycle and models of knowledge management
- how to apply information technology to knowledge management issues

- how to create and apply knowledge management strategies and metrics in an organization

Required Text:

Knowledge Management in Theory and Practice
Kimiz Dalkir
Elsevier Butterworth-Heinemann (June 16, 2005)
ISBN-10: 075067864X
ISBN-13: 978-0750678643
List price: \$51.95
Street Price: about \$45.00

Method of Instruction:

The course will consist of lectures, discussion, in-class and written assignments. The Blackboard course management system will also be used extensively in the course. Please log into Blackboard at least once every week to see if any new information from the course has been posted and to participate in online discussions. You can access Blackboard from <http://online.utk.edu/>

This course will be delivered through the Centra Symposium virtual learning environment. You can log onto Centra from <http://liveonline.utk.edu/>

Academic Honesty:

The highest standards of academic honesty and integrity are expected; cheating and plagiarism are simply unacceptable. Any student found guilty of cheating or plagiarism on any class assignment or test will be given a grade of F for the course. Definitions and details of the university policy on academic honesty can be found in *Hilltopics* Student Handbook 2009-2010. The policy specifically states (p. 41):

"The university expects that all academic work will provide an honest reflection of the knowledge and abilities of both students and faculty. Cheating, plagiarism, fabrication of data, providing unauthorized help, and other acts of academic dishonesty are abhorrent to the purposes for which the university exists. In support of its commitment to academic integrity, the university has adopted an Honor Statement (see page 11)."

Adaptations or Accommodations:

If you need course adaptations or accommodations because of a documented disability, please contact the Office of Disability Service at 2227 Dunford Hall,

Knoxville, TN 37996-4020, Phone: (865) 974-6087 (v/tty), Fax: (865) 974-9552,
Email: ods@utk.edu.

Attendance:

Regular class attendance is strongly encouraged.

Assignments and Grading:

The following grading scale will apply to all assignments and to the final course grade.

A	100 - 92
B+	91 - 84
B	83 - 76
C+	75 - 68
C	67 - 60
D	59 - 52
F	51 - 0

The final course grade will be based on the following assignments (more detailed assignment instructions to follow):

Assignment	Percentage of Final Grade	Due Date
Participation	20%	throughout
Group Case Study Written analysis (15%) Presentation in class (15%)	30%	Nov 4
Evaluation of KM Application or Technology	20%	Dec 11
Choose ONE of the following: (A.) Final Paper and Presentation Final Paper (25%) Presentation in class (5%) OR (B.) Set up a blog, wiki, online discussion list (listserv) or design an online instructional module and Presentation Blog, Wiki, Listserv or Module (25%) Presentation in class (5%)	30%	Presentation Nov. 25 Paper or Project Dec 11

Participation

Much of the content of KM is derived from a discussion of the course content. Please contribute to the discussion and dialog by contributing a minimum of **five** incidents of discussion via any of the following means: posting on Blackboard, making a verbal comment in class relevant to the course material, actively participating in in-class exercises or making a written comment in class via text chat.

Group Case Study & Presentation

Small groups will be assigned a Harvard Business School Case (list to follow). Each group will provide: (1) a written analysis of the case and (2) give a formal presentation (using powerpoint) to the class about the case.

Evaluation of KM Application or Technology

Evaluate/critique a KM application or technology. This application may have a productivity focus, a social focus or a recreational focus. A list of suggestions will follow.

(A) Final Paper & Presentation

A short, final research paper written on a KM topic of your choice is the culminating activity. A list of suggestions will follow. The paper should be a minimum of four pages and a maximum of eight pages (papers should be original, written in English, double spaced, 12 point, Times or Times New Roman, 1 inch margins and should include a page of references in any major style guide).

(B) Technology Application Project & Presentation

Set up a blog, wiki, online discussion list (listserv) or design an online instructional module on a topic of your choice as a culminating activity.

Calendar:

A calendar of lectures and assignments is on the following table. The contents of this table are subject to change.

Week	Date	Topic
1	Aug 19	Welcome Course Overview Approaches to KM
2	Aug 26	Intro to information Seeking and Use, Intro to KM
3	Sept 2	KM cycle
4	Sept 9	KM Models
5	Sept 16	Tacit & Explicit Knowledge Knowledge Capture & Codification
6	Sept 23	Learning Communities Knowledge Sharing Communities of Practice
7	Sept 30	Knowledge Application for individuals and Groups
8	Oct 7	Organizations/ organizational Culture
9	Oct 14	KM Tools
10	Oct 21	KM Strategy and Metrics
11	Oct 28	KM Team
12	Nov 4	Case Studies presentations in class
13	Nov 11	Ethical considerations

14	Nov 18	The future of KM KM & the information professions
15	Nov 25	Last class meeting Final paper presentations in class
16	Exam Week	Evaluation of KM Technology Assignment due by noon Dec. 10 Final Paper or Project due by Dec 10