

1.	Name of Course/Module	Introduction to Knowledge Management
2.	Course Code	TKM1291
3.	Status of Subject	Major for B.IT Information Technology Management
4.	MQF Level/Stage	Bachelor Degree – MQF Level 6
5.	Version (state the date of the last Senate approval)	June 2012
6.	Requirement for Registration	None
7.	Name(s) of academic/teaching staff	Siti Fatimah binti Abdul Razak Jaya Kumar Lew Sook Ling
8.	Semester and Year offered	Trimester 1 (Delta Level)
9.	Objective of the course/module in the programme :	
	To equip students with the tools to make a broader and more effective contribution in developing Knowledge Management Systems.	
10.	Learning Outcomes :	
	At the completion of the subject, students should be able to:	
	LO1: Describe the role of knowledge management within an organisation. (Cognitive, Level 1)	
	LO2: Explain the theoretical underpinning of the knowledge management process. (Cognitive, Level 5)	
	LO3: Describe the role of technology in the knowledge management process (Cognitive, Level 1)	
	LO4: Apply management principles that will facilitate the establishment of a knowledge management program in an organisation. (Cognitive, Level 3)	
11.	Synopsis:	
	The major areas of study include Overview of Knowledge Management, Background and Issues Related to Knowledge Management, Creating the Culture of Learning and Knowledge Sharing in the Organization, Knowledge Management Tools, and Knowledge Management Applications.	
	Bidang pengajian utama meliputi Pengenalan Pengurusan Pengetahuan, Latarbelakang dan isu-isu berkaitan dengan Pengurusan Pengetahuan, Pembinaan Budaya Pembelajaran dan Perkongsian Pengetahuan dalam Organisasi, Alat-alat Pengurusan Pengetahuan, dan Aplikasi Pengurusan Pengetahuan.	
12.	Mapping of Subject to Programme Outcomes :	
	Programme Outcomes	<b>% of Contribution</b>
	PO1: Apply soft skills in work and career related activities.	20.00
	PO7: Demonstrate knowledge and understanding of essential facts, concepts, principles, and theories relating to information technology management.	40.00
	PO8: Apply principles and knowledge of information technology management in relevant areas.	40.00

13.	Assessment Methods and Types :		
	Method and Type	Description/Details	Percentage
	Mid Term Test	Written Exam	20.00%
	Tutorial/Quiz	Written Exam	10.00%
	Assignment	Report and Presentation	20.00%
	Final Exam	Written Exam	50.00%
14.	Details of Subject		
	Topics	Mode of Delivery	
		Lecture	Tutorial
	<b>1. Overview</b> An Introduction to Knowledge Management; The foundations of knowledge management, including cultural issues, technology applications, organizational concepts and processes, management aspects, and decision support systems.	2	1
	<b>2. Background and Issues</b> The Evolution of Knowledge management, From Information Management to Knowledge Management, Key Challenges Facing the Evolution of Knowledge Management, Ethics for Knowledge Management.	4	2
	<b>3. Knowledge Management-Creating the Culture of Learning and Knowledge Sharing in the Organization</b> Organization and Knowledge Management, Building the Learning Organization, Knowledge Markets: Cooperation Among Distributed Technical Specialists, Tacit Knowledge and Quality Assurance.	4	2
	<b>4. Knowledge Management-The Tools</b> Telecommunications and Networks in Knowledge Management, Internet Search Engines and Knowledge Management, Information Technology in Support of Knowledge Management, Knowledge Management and Vocabulary Control, Information Mapping in Information Retrieval, Information Coding in the Internet Environment, Repackaging Information.	8	4
	<b>5. Knowledge Management-Application</b> Components of a Knowledge Strategy, Case Studies [From Library to Knowledge Center, Knowledge Management in the Health Sciences, Knowledge Management in Developing Countries, etc.].	8	4
	<b>6. Future trends and case studies</b> Advanced topics and case studies in knowledge management; Development of a knowledge management map/plan that is integrated with an organization's strategic and business plan.	2	1
	<b>Total</b>	<b>28</b>	<b>14</b>
15.	Tutorials		

	<ul style="list-style-type: none"> <li>• Knowledge Management tools and techniques.</li> <li>• A case study on Corporate Memories for supporting various aspects in the process life-cycles of a organization.</li> </ul>		
16.	Total Student Learning Time (SLT)	Face to Face (Hour)	Total Guided and Independent Learning
	Lecture	28	28
	Tutorials	14	14
	Laboratory/Practical		
	Presentation	-	-
	Assignment	-	10
	Mid Term Test	1	5
	Final Exam	2	20
	Quizzes	-	1
	Sub Total	45	78
	Total SLT	123/40 = 3.08 => 3	
17.	Credit Value	3	
18.	Reading Materials :		
	Textbook	Reference Materials	
	1. Debowski, S., "Knowledge Management", John Wiley & Sons Australia, 2010. ISBN: 0470805382.	1. Irma Becerra-Fernandez, Avelino Gonzalez, Rajiv Sabherwal, "Knowledge Management: Challenges, Solutions and Technologies", Pearson Prentice-Hall, 2004. ISBN: 0131016067  2. Tiwana, Amrit, "Knowledge Management Toolkit". Prentice Hall, 2003. ISBN: 013009224X.	
19.	Appendix (to be compiled when submitting the complete syllabus for the programme) :		
	<ol style="list-style-type: none"> <li>1. Mission and Vision of the University and Faculty</li> <li>2. Mapping of Programme Objectives to Vision and Mission of Faculty and University</li> <li>3. Mapping of Programme Outcome to Programme Objectives</li> <li>4. Programme Objective and Outcomes (Measurement and Descriptions)</li> </ol>		