

Knowledge Management

SYLLABUS

I. IDENTIFICATION

Program: Industrial and Systems Engineering		
Course: Knowledge Management		
Class hours: 54 hours - 3 local credits	Academic year: 2024/1	Phase: Optative class
Professor: Vanessa Nappi		
Contact: v.nappi@udesc.br		

II. SUMMARY

Introduction to Knowledge Management. The ages of information and knowledge management. Knowledge management in organizational theory. Creation and maintenance of knowledge. Technologies and tools to support knowledge management. Intellectual capital.

III. DIDACTIC PROGRAM

- I. Data, information, and knowledge
- II. Introduction to knowledge management
- III. Supporting technologies and tools
- IV. Information asset management
- V. Knowledge society
- VI. Knowledge economy

IV. LEARNING METHODOLOGY

The learning methodology consists of lectures, group activities, computer lab activities, and group work.

V. ASSESSMENT SYSTEM

The assessment consists of both group and individual assignments, along with seminars featuring group presentations throughout the semester.

IV. BIBLIOGRAPHY

DALKIR, K. Knowledge Management in Theory and Practice (2nd edition). Cambridge, Massachusetts: The MIT Press. 2011.

HISLOP, D., BOSUA, R., & HELMS, R. Knowledge management in organizations: A critical introduction. 4th ed. Oxford: Oxford University Press. 2018.

LILLEHAGEN, F; KROGSTIE, J. Active Knowledge Modeling of Enterprises. Berlin, Heidelberg: Springer Berlin Heidelberg, 2008.

LYTRAS, M. D.; CARROLL, J, M.; DAMIANI, E; TENNYSON, R. D. Emerging Technologies and Information Systems for the Knowledge Society: First World Summit on the Knowledge Society, WSKS 2008, Athens, Greece, September 24-26, 2008. Proceedings. Berlin, Heidelberg: Springer Berlin Heidelberg, 2008.

MOHAPATRA, S; AGRAWAL, A; SATPATHY, A. Designing Knowledge Management-Enabled Business Strategies. Switzerland: Springer. 2016.

NAPPI, V, KELLY K. Measuring knowledge management in the innovation process: a systematic literature review. Int J Knowl Manag Stud 2021;12:161–82. <https://doi.org/10.1504/IJKMS.2021.114529>.

NGUYEN, N. T. Advanced Methods for Inconsistent Knowledge Management. London: Springer London, 2008. XII, 356 p.

NONAKA, I., TAKEUCHI, H. The knowledge-creating company: How Japanese companies create the dynamics of innovation. Oxford University Press. 1995.

RAMADAN, B. M., DAHIYAT, S. E., BONTIS, N., AL-DALAHMEH, M. A. Intellectual capital, knowledge management and social capital within the ICT sector in Jordan. Journal of Intellectual Capital, 18(2), 437-462. 2017.

SHIVAKUMAR, S. K. Enterprise content and search management for building digital platforms. Hoboken: Wiley, 2016.