LIS 658 Knowledge Management

Instructor
Name: Kuang-Yuan Huang
Email: kh.huang@uky.edu
Preferred method of contact: Email
I will respond as soon as possible, usually within 24 hours. There may be a delay over weekends or holidays

Office Hours
Contact me via e-mail to schedule an appointment to meet online.

CLASS INFORMATION

Course Format: This is an online course, but asynchronous class discussion via Blackboard is required to facilitate a sense of community.

Course Requirements
You will need access to an appropriate computer with broadband Internet connection.

Blackboard
The Blackboard course management system will be used to facilitate the class. Please visit http://www.uky.edu/Blackboard/ to learn about this system and the login requirements.

COURSE INFORMATION

Course Description
Organizational knowledge is a valuable strategic asset. Knowledge management refers to the systematic management of an organization’s knowledge assets so that they can be leveraged for sustainable advantage. This course examines how knowledge is created, captured, organized, diffused, and implemented in an organization. Topics covered include knowledge management processes and practices, corresponding technologies, collaboration tools, and people and cultural issues.

Course Overview
The following broad topical areas will be covered in this course:

- Knowledge management definitions and theoretical frameworks
- Characteristics of knowledge-intensive organizations and knowledge workers
- Identification, measurement and management of organizational intellectual capital
- The use of knowledge management systems to create and sustain a knowledge sharing culture
• Implementation of knowledge management tools and technologies
• Evaluation of organizational knowledge management initiatives

Learning Outcomes:
Students completing the course will be able to:

• Understand the core dimensions of knowledge, knowledge management and knowledge management systems and the difference between them
• Understand the importance of appropriately interpreting an organization’s explicit, tacit and embedded knowledge so it can be effectively shared and reapplied
• Be able to explain the different theoretical perspectives governing the practice of KM (techno-centric, organizational, ecological)
• Be able to analyze and describe knowledge processes relative to organizational characteristics, structure, culture, communication, innovation and technology.
• Be able to describe the different types of knowledge management systems used for different types of organizational knowledge processes
• Be able to define and explicate technologies and tools used to support the functionalities and processes of knowledge management
• Be able to evaluate best and worst case practices for KM initiatives

Required Reading
Textbook

Other Readings
In addition to the textbook, occasionally you will be required to read supplementary material. This reading material will be available on the Blackboard. To access the material, click on “Course content” on the left panel on the Blackboard course site.

Course Methodology
Each week, students will be expected to:

1. Complete all assigned readings.
2. Read and understand any additional supplementary material that may be provided from time to time
3. Participate in the Discussion Boards *
4. Complete and submit all assignments by their due dates **

* Students are expected to participate in and complete weekly discussion board topics to earn participation points. The topics will relate to the course readings and supplementary material assigned. A total of fifteen discussion forums will be initiated over the course of the semester, i.e., one discussion topic per week. You are required to make a post to every forum, each of which will be graded on the basis of their quality (4 points for a quality post x 15 weeks). A quality post is both substantive (in most instances this means at least one hundred fifty words) and thoughtful (“I agree with the author” is not a credit-worthy response). No credit will be given for posts that occur after the week. Respond to others’ postings are encouraged but not required.
I encourage you to complete your discussion posts and other work in MS Word or NotePad and then paste it to Blackboard. If you compose online and there is a technology-related failure, you will likely lose your work.

Please note: New discussion board topics will be available every Monday.

** Students will also be expected to complete three assignments.

- **Assignment 1 & 2 – Reaction paper**
  You will write a short paper where you demonstrate your understanding of the reading material. This will be a thought piece (700-1000 words, excl. references) based on your reactions, confusions, ideas, or discussion-stimulating questions about any course topic and/or reading material provided.
  (Writing a reaction paper: [1], [2])

- **Assignment 3 – Research Proposal**
  You will work in groups of 3 on a research proposal. You can choose any topic covered in this course (ex. KM challenges, KM systems, Organizational culture, Trust, Knowledge sharing...). Topics outside the coverage of the textbook or supplementary material will require instructor’s approval. You can also choose a topic based on your assignment 1 or 2. I recommend every group to discuss with me about the topic before you start to work on it.

  Your research project can be a theoretical/conceptual article, an empirical piece, a case study, or a review article. A complete research proposal needs at least the abstract, introduction, literature review, method/proposal/case sections, and references.
  (Page limit. 20 pages, double spaced, excl. references)

  It is essential that the Research Proposal include novel, thoughtful discussion of the topic and its impacts for KM. Referencing and expanding on ideas from sources from outside the class readings are highly recommended.

  * I will be organizing groups early this semester
  * Deliverables:
    * Topic proposal, outline, and references (1 page): 5%
    * Final proposal submission: 30%

** Submission Guidelines for Course Assignments**
Compose all of your written work offline using a word processing program and upload the completed document into Blackboard. Your assignments must be fully referenced and cited using APA guidelines, The preferred word processing application is MS Word. Please do not cut and paste your assignment into the submission box. Failure to follow these guidelines will negatively impact your grade for the assignment.

All assignments must be submitted by 11:59pm Eastern Standard Time on the due dates identified. Late submissions will not be accepted except for extenuating circumstances and prior approval by the instructor.
STUDENT EVALUATION

Grading Parameters

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Requirement</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Assignment 1</td>
<td>Reaction paper 1</td>
<td>20%</td>
</tr>
<tr>
<td>Assignment 2</td>
<td>Reaction paper 2</td>
<td>20%</td>
</tr>
<tr>
<td>Assignment 3</td>
<td>Research Proposal (Group work)</td>
<td>35%</td>
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<tr>
<td>Participation</td>
<td>Weekly Discussion Board</td>
<td>25%</td>
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Grading Scale

- [90% – 100%] = A (Exceptional Achievement)
- [80% – 89%] = B (High Achievement)
- [70% – 79%] = C (Average Achievement)
- [0% – 69%] = E (Fail)

ETHICS & POLICIES

Excused Absences and Verification: Please refer to Student Rights and Responsibilities, Part II, Section 5.2.4.2 (http://www.uky.edu/StudentAffairs/Code/part2.html) for UK’s policy on excused absences. You can request verification for excused absences.

Excused absences include (as defined at the web site above):
- Significant illness of student or serious illness of household member or immediate family
- Death of a household member or immediate family
- Trips for members of student organizations, class excursions or participation in intercollegiate athletic events
- Major religious holidays
- Any other circumstance that the instructor finds reasonable cause for nonattendance

Academic Accommodations: If you have a documented disability that requires academic accommodations, please see me as soon as possible. In order to receive accommodations in this course, you must provide me with a Letter of Accommodation from the Disability Resource Center (Room 2, Alumni Gym, 257-2754, jkarnes@uky.edu) for coordination of campus disability services available to students with disabilities. We can then collaborate on the best solution.

Academic Integrity, Cheating and Plagiarism: You are expected to submit your own original work for all assignments in this course. See the home page for the Office of Academic Ombud Services (http://www.uky.edu/Ombud) for a definition of plagiarism, how to avoid plagiarism and UK’s new academic offense policy. Please refer to Student Rights and Responsibilities, Part II, Section 6.3 (http://www.uky.edu/StudentAffairs/Code/part2.html) for UK’s policy on academic integrity.

Classroom Behavior, Decorum and Civility: Please be respectful to others in the class and engage in civil discourse when we discuss topics that have a diversity of perspectives. Please help me maintain the most courteous environment by using a little peer pressure if necessary.
TECHNOLOGY INFORMATION & RESOURCES

Distance Learning Students are expected to have a minimum level of technological acumen and the availability of technological resources. Students must have regular access to a computer with a reliable Internet connection and audio capabilities. Internet Explorer 7 (IE) or Firefox 2.x are the recommended browsers for those using a Windows-based PC. Those using Firefox 3.x may encounter problems with assignment uploads. Those using an Apple computer with MAC OS X (10.5.x) may use Firefox 3.x or Safari 3.x.

Please be certain that your computer and/or browser allow you to view Adobe Reader documents (.pdf). Microsoft Office and other software products are free for students: 
https://iweb.uky.edu/MSDownload/.

As your instructor, I am your first go-to person for technology problems. If you need more immediate assistance, please contact TASC or UKIT.

Teaching and Learning Services Center (TASC)  
http://www.uky.edu/TASC/; 859-257-8272

Information Technology Customer Service Center (UKIT)  
http://www.uky.edu/UKIT/; 859-257-1300

Library Services  
Distance Learning Services  
http://www.uky.edu/Libraries/DLLS  
  • Carla Cantagallo, DL Librarian  
  • Local phone number: 859 257-0500, ext. 2171; long-distance phone number: (800) 828-0439 (option #6)  
  • Email: dllservice@email.uky.edu  
  • DL Interlibrary Loan Service: http://www.uky.edu/Libraries/libpage.php?lweb_id=253&llib_id=16

Course Reserves  

GENERAL COURSE POLICIES

Policies concerning academic integrity, excused absences and academic accommodations due to disability are available online at: http://www.uky.edu/CIS/SLIS/academics/policies.pdf
# COURSE SCHEDULE AND READINGS

There follows an outline of course content by major topical areas for each week of the semester, with course assignments. Supplemental readings will be announced together with discussion board questions.

<table>
<thead>
<tr>
<th>WEEK</th>
<th>BEGINS</th>
<th>TOPIC</th>
<th>READINGs</th>
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<tbody>
<tr>
<td>1</td>
<td>Jan. 9</td>
<td>Review syllabus and familiarize yourself with organization of the</td>
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<tr>
<td></td>
<td></td>
<td>course in Bb</td>
<td>A&amp;G Chap. 1</td>
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<td>2</td>
<td>Jan. 14</td>
<td>Working Smarter in the Knowledge Economy</td>
<td>A&amp;G Chap. 2</td>
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<td>3</td>
<td>Jan. 21</td>
<td>The Knowledge-Centric Organization</td>
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<td>(Jan. 21 – Mon. - Martin Luther King Birthday - Academic Holiday)</td>
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<td>4</td>
<td>Jan. 28</td>
<td>Understanding Knowledge</td>
<td>A&amp;G Chap. 3</td>
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<td>5</td>
<td>Feb. 4</td>
<td>Knowledge Creation and Knowledge Architecture</td>
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<td></td>
<td></td>
<td>(Assignment 1 due: Feb. 10, 11:59pm)</td>
<td>A&amp;G Chap. 4</td>
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<td>6</td>
<td>Feb. 11</td>
<td>KM Framework</td>
<td>A&amp;G Chap. 5</td>
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<td>7</td>
<td>Feb. 18</td>
<td>Capturing Tacit Knowledge</td>
<td>A&amp;G Chap. 6</td>
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<td>8</td>
<td>Feb. 25</td>
<td>Other Knowledge Capture Techniques</td>
<td>A&amp;G Chap. 7</td>
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<td>9</td>
<td>Mar. 4</td>
<td>Knowledge Codification</td>
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<td>(Topic Proposal due: Mar. 10, 11:59pm)</td>
<td>A&amp;G Chap. 8</td>
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<td></td>
<td>Mar. 11</td>
<td>Spring Break</td>
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<tr>
<td>10</td>
<td>Mar. 18</td>
<td>Knowledge Transfer and Sharing</td>
<td>A&amp;G Chap. 10</td>
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<td>11</td>
<td>Mar. 25</td>
<td>Social Knowledge Networks and Social Intelligence</td>
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<td></td>
<td>(Assignment 2 due: Mar. 31, 11:59pm)</td>
<td>A&amp;G Chap. 11</td>
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<tr>
<td>12</td>
<td>Apr. 1</td>
<td>Data Mining</td>
<td>A&amp;G Chap. 12</td>
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<tr>
<td>13</td>
<td>Apr. 8</td>
<td>Knowledge Portals and Cafes</td>
<td>A&amp;G Chap. 13</td>
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<tr>
<td>14</td>
<td>Apr. 15</td>
<td>Ethical and Legal Issues</td>
<td>A&amp;G Chap. 14</td>
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<td>15</td>
<td>Apr. 22</td>
<td>Managing Knowledge Workers</td>
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<tr>
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<td></td>
<td>(Research Proposal due: May 1, 11:59pm)</td>
<td>A&amp;G Chap. 15</td>
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