

# Course: ICT 658-201

## Title: Knowledge Management

Term: Spring 2022

Credit hours: 3

Meeting days/time/location: Canvas

### Instructor Information

Name: Dr. Sean Burns

Email: sean.burns@uky.edu

Office building and room number: 327 Little Library Building

Office phone: (859)-218-2296

Office hours: Virtual and By Appointment via Email

Preferred Method of Communication: Use email to set up appointments. I usually respond to emails within 24 hours or the first business day after the weekend or holiday; I do not respond to emails in the evenings or on the weekends. We will use Zoom or Teams to have one on one meetings/office hours.

### 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.

### Required Materials

Polanyi, Michael. (2009). *The Tacit Dimension*. Chicago: University of Chicago Press. (Original work published 1966) URL: <http://www.worldcat.org/oclc/844340336>

### Skill and Technology Requirements

Students must be able to use the resources provided by UK Libraries to access readings.

*For technical/account help not related to the course, students can contact Information Technology Services by phone 859-218-HELP (4357) and via the [ITS Customer Services](https://www.uky.edu/its/customer-support-student-it-enablement/customer-services) page. (<https://www.uky.edu/its/customer-support-student-it-enablement/customer-services>)*

### Student Learning Outcomes

*After completing this course, students will be able to:*

- Acquire the relevant theoretical and practical knowledge in order to implement and evaluate knowledge management practices in an organization.
- Identify, describe, and organize knowledge in order to retrieve and use that knowledge at a later date.

- *Synthesize key concepts in order to select knowledge management software for an organization.*

## **Course Details**

### ***Tentative Course Schedule***

Class participation / discussions are worth a total of 40% of the final grade, are due weekly, and are listed in our Canvas shell.

Assignments are worth a total of 60% of the final grade. Assignment details will be posted to Canvas but include:

- Assignment 1: Reflection 1, Mid-Semester, due 3/2
- Assignment 2: Knowledge Management Plan, due 4/6
- Assignment 3: Reflection 2, End-Semester, due 4/27
- Assignment 3: Group Presentation, due as assigned

## **Course Activities and Exams**

This course is online. Most weeks will involve a lecture and/or a demonstration from the instructor. Students are expected to read the assigned readings and listen or engage with the lectures before participating in and contributing to discussions.

Assigned readings are listed in the Canvas shell.

Excluding Group Presentations, all discussions and assignments are graded as completed (100 points) or incomplete (0 points). If an assignment is submitted and requires additional work, it will be marked as incomplete and the student will have one week to resubmit for a complete. The final grade is primarily calculated based on the proportion of completed work and weighted per assignment type. Aside from the Group Presentations, which receive a letter grade, due date extensions are negotiable upon request.

Group Presentations are group projects but each student in a group receives their own grade. Grades are based on contracts between the Instructor and the Students. Students will use the contract to self-asses their contribution to the Group Presentation. The Instructor has the right to adjust the self-assessment if warranted.

## **Grading Scale**

*90 - 100% = A*

*80 - 89% = B*

*70 - 79% = C*

*<70% = E*

*Below 60% = E*

## **Attendance Policy/Acceptable Documentation**

Since this course is taught online as an asynchronous class, students are expected to engage in weekly discussions and to submit assignments on time.

## **Assignment Policies**

### ***Assignment Submissions***

Students will submit assignments via Canvas.

### **Late Assignments**

Late assignments are accepted. If an assignment is not submitted due to an unexcused absence, students must reach out to the instructor within one week after the due date to discuss submission times. Until submitted, all work will be marked as incomplete. No work will be accepted after the last day of classes, which is 12/08.

### **Academic Policy Statements**

Please review the Senate's [Academic Policy Statements](#).

### **Academic Offenses (Cheating, Plagiarism, and Falsification or Misuse of Academic Records)**

Please review the [Rules Regarding Academic Offenses](#).

### **Resources**

Please see UK's [Distance Learning Library Services](#), [Tutoring and Coaching Resources](#), proctoring information, etc.

### **Diversity, Equity, and Inclusion**

This course and instructor honor the University's statement on diversity, equity, and inclusion. To read this statement, see [Syllabus Statement on Diversity, Equity, and Inclusion \(DEI\)](#). The College

### **Other Student Resources**

*The University offers a variety of resources to students. Visit the University Senate's [Resources Available to Students](#).*