



Course Description

CIS4617 | Knowledge Management | 4.00 credits

This upper division course, for students majoring in Information Systems Technology, explores how an enterprise gathers, organizes, shares, and analyzes its knowledge in terms of resources, documents, and people skills. Students will learn how to gather, organize, refine and disseminate information needed in a small business or corporation using technical applications to house and mine the data. Prerequisite: COP 4723. Special fee.

Course Competencies:

Competency 1: The student will examine knowledge management (KM) concepts and processes by:

1. Defining knowledge management within an organization
2. Defining KM roles within an organization
3. Distinguishing between data, information, and knowledge
4. Comparing and contrasting KM and business intelligence
5. Analyzing the components of the KM process, i.e., the KM life cycle
6. Researching KM models and architectures to solve given business problems
7. Debating the value of a KM system to an organization

Competency 2: The student will employ KM methods and techniques by:

1. Evaluating and selecting appropriate tools used to gather information requirements
2. Analyzing an organization's knowledge requirements
3. Developing an information/content management survey
4. Categorizing gaps between an organization's knowledge requirements and existing systems and resources
5. Developing system requirements for managing an organization's data, information, and knowledge
6. Designing processes to systematize an organization's knowledge
7. Building a data repository

Competency 3: The student will examine KM systems and tools by:

1. Discussing the role of technology in managing knowledge within an organization
2. Classifying the functionalities required by a KM system
3. Deducing the components of KM architecture and the functions each performs
4. Analyzing how data warehousing and data mining support an organization's information system
5. Analyzing how an enterprise information portal (EIP) supports an organization's information processes
6. Selecting appropriate tools to create knowledge objects and build a knowledge repository

Competency 4: The student will formulate KM strategies by:

1. Comparing and contrasting KM strategies
2. Selecting and justifying an appropriate KM strategy given a business case study
3. Designing a KM plan for an organization given a case study

Competency 5: The student will build a trend report that answers specific business questions by:

1. Gathering business intelligence requirements
2. Designing a multi-dimensional data model
3. Extracting, transforming, and loading data

Competency 6: The student will analyze trends in KM by:

1. Researching current trends in KM
2. Evaluating current trends in KM and their manifestation in business and industry
3. Preparing and delivering a report about current trends in KM

Competency 7: The student will integrate KM technologies into organizational business processes by:

1. Examining the ethical issues related to the use and safe storage of personal data
2. Developing a plan to secure systems from internal and external threats to protect knowledge and information
3. Selecting technology tools and techniques to protect an organization's data, information, and knowledge

Learning Outcomes:

- Solve problems using critical and creative thinking and scientific reasoning