



Course E-Syllabus

1	Course title	Knowledge Management: Systems & Practices
2	Course number	(1605338)
2	Credit hours	3 hours
3	Contact hours (theory, practical)	48 contact hour (theory)
4	Prerequisites/co requisites	Principles of MIS (1605215)
5	Program title	Management Information Systems
6	Program code	1605
7	Awarding institution	University of Jordan
8	School	Business
9	Department	Management Information Systems
10	Level of course	Third Year
11	Year of study and semester (s)	2020/2021 (First Semester)
12	Final Qualification	Bachelors in Management Information Systems
13	Other department (s) involved in teaching the course	None
14	Language of Instruction	English
15	Teaching methodology	□Blended ⊠Online
16	Electronic platform(s)	☐ Moodle ☐ Microsoft Teams ☐ Skype ☐ Zoom ☐ Others
17	Date of production/revision	September 2020
10.0		

18 Course Coordinator:

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Phone number: 24239 Email: rshannak@ju.edu.jo
9 Other instructors:

20 Course Description:

KM is an increasingly important discipline that promotes the discovery, capture, sharing, and application of the firm's knowledge. Further, although the benefits of knowledge management (KM) may be obvious, it may not necessarily be so obvious to know how to effectively manage this valuable resource. Therefore, this course is to provide a thorough and informative perspective on the emergent practices in knowledge management. Information technology has been, and will continue to be, an important catalyst of this innovative field. Web-based technologies including Web 2.0, artificial intelligence, expert systems, analytics, and collaborative technologies continue to support and transform the field of KM. However, these technologies would not be effective without the day-to-day social aspects of organizations such as water-cooler conversations, brainstorming retreats, and communities of practice. To further complicate matters, the current business environment renders new skills obsolete in years or even months. Thus, in order to manage knowledge effectively, this course assists students gain theoretical, managerial, technical, and non-technical foundations.

21 Course aims and outcomes:

A- Aims:

The course is for students who seek detailed insights into contemporary knowledge management. It explains the concepts, theories, and technologies that provide the foundation for KM; the systems and structures that constitute KM solutions; and the processes for developing, deploying, and evaluating these KM solutions. Furthermore, the course will help students acquire the relevant suite of managerial, technical, and theoretical skills for managing knowledge in the modern business environment.

B- Intended Learning Outcomes (ILOs):

Upon successful completion of this course, students will be able to:

- 1- Understand the concepts of knowledge and knowledge management and describes the key constituents of KM solutions including infrastructure, processes, systems, tools, and technologies.
- 2- Recognize the underlying technologies that enable KM systems associated with the four types of KM processes.
- 3- describe how KM can benefit from emergent practices and technologies, including social networks, communities of practice, wikis, and blogs.
- 4- examine the factors that affect KM and identifies the specific effects of these factors.
- 5- Implement cognitive skills of critical thinking, analysis and synthesis, including the ability to identify assumptions, evaluate statements in terms of evidence, to detect false logic or reasoning, to identify implicit values, and to define terms adequately and to generalize appropriately.
- 6- understand Motivational Aspects of Knowledge Management and Knowledge Management Strategies.
- 7- explain Motivation and incentives in the context of knowledge management; Best practices (Siemens/McKinsey); Knowledge management implementation.

• 22. Topic Outline and Schedule:

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Week	Lecture	Торіс	Teaching	Evaluation	References
WEEK	Lecture	_	Methods*/platform	Methods**	References
		Chapter (1):	Synchronous		
	1.1	Introducing Knowledge	lecturing/meeting-		
		Management	MS Teams	MCQ Exam	Course Textbook
		Chapter (1):			
1	1.2	Introducing	Synchronous		
1	1.2	Knowledge	lecturing/meeting-	MCOF	
		Management (4)	MS Teams	MCQ Exam	Course Textbook
		Chapter (1): Introducing	Synchronous		
	1.3	Knowledge	lecturing/meeting-		
		Management	MS Teams	MCQ Exam	Course Textbook
		Chapter (1):	Synchronous		
	2.1	Introducing	lecturing/meeting-		
		Knowledge	MS Teams	MCQ Exam	Course Textbook
		Management Chapter (1):		MCQ Exam	Course Textbook
2	2.2	Introducing	Synchronous		
2	2.2	Knowledge	lecturing/meeting-		
		Management	MS Teams	MCQ Exam	Course Textbook
		Chapter (1):	Synchronous		
	2.3	Introducing	lecturing/meeting-		
		Knowledge Management	MS Teams	MCQ Exam	Course Textbook
		Chapter (2): The	Synchronous	Wed Exam	Course Textbook
	3.1	Nature of	lecturing/meeting-		
		Knowledge	MS Teams	MCQ Exam	Course Textbook
		Chapter (2): The	Synchronous	Wed Exam	Course Textbook
3	3.2	Nature of	lecturing/meeting-		
3	3.2	Knowledge	MS Teams	MCQ Exam	Course Textbook
	3.3	Chapter (2): The	Synchronous	WICQ Exam	Course Textbook
		Nature of	lecturing/meeting-		
		3.3	Knowledge	MS Teams	MCQ Exam
		Chapter (2): The	Synchronous	MCQ Exam	Course Textbook
	4.1	Nature of	lecturing/meeting-		
	4.1	Knowledge	MS Teams	MCO Evom	Course Toutheelr
		Chapter (2): The		MCQ Exam	Course Textbook
4	4.2	Nature of Knowledge	Synchronous lecturing/meeting-		
4			MS Teams	MCOF	Common Translation 1
	4.3	Chapter (2): The		MCQ Exam	Course Textbook
		Nature of	Synchronous		
		Knowledge	lecturing/meeting-	MGOF	
			MS Teams	MCQ Exam	Course Textbook
_		Chapter (2): The	Synchronous		
5	5.1	Knowlodgo	lecturing/meeting-		
3		1	MS Teams	MCQ Exam	Course Textbook

		Chapter (2). The	Carra alarra ra		
		Chapter (2): The Nature of	Synchronous		
	5.2	Knowledge	lecturing/meeting-		
		9	MS Teams	MCQ Exam	Course Textbook
		Chapter (2): The	Synchronous		
	5.3	Nature of	lecturing/meeting-		
		Knowledge	MS Teams	MCQ Exam	Course Textbook
	6.1	Chapter (3): Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	Synchronous lecturing/meeting-MS Teams	MCQ Exam	Course Textbook
6	6.2	Chapter (3): Knowledge Management Foundations:		The Q Zhinh	Course Tentecon
		Infrastructure, Mechanisms, and Technologies	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	6.3	Chapter (3): Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	Synchronous lecturing/meeting-MS Teams	MCQ Exam	Course Textbook
	7.1	Chapter (3): Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
7	7.2	Chapter (3): Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	7.3	Chapter (3): Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
8	8.1	Chapter (3): Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	LM System	MCQ Exam	Course Textbook
	8.2	Midterm Exam	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook

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	8.3	Management	Synchronous		
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		Chapter (4):			
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	9.1	Management	Synchronous		
	7.1	Solutions:	lecturing/meeting-		
		Processes and		1,400 5	
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		Knowledge			
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		Processes and		MGOF	
		Systems	MS Teams	MCQ Exam	Course Textbook
		Chapter (4):			
		Knowledge			
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		Processes and	o o	MGOF	
		Systems	MS Teams	MCQ Exam	Course Textbook
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10	10.2	Management	Synchronous		
		Solutions:	lecturing/meeting-		
		Processes and		MCOF	
		Systems (F)	MS Teams	MCQ Exam	Course Textbook
		Chapter (5):			
	10.2	Organizational	Synchronous		
	10.3	Impacts of	lecturing/meeting-		
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		Chapter (5):			
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		Knowledge	MS Teams	MCQ Exam	Course Textbook
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		Chapter (5):			
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11	11.2	Impacts of Knowledge	lecturing/meeting-		
	11.3	Management	MS Teams	MCQ Exam	Course Textbook
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		Impacts of	Synchronous		
	11.3	Knowledge	lecturing/meeting-		
		Management	MS Teams	MCQ Exam	Course Textbook
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12	12.1	Impacts of			
12		Knowledge			
		Management	LM System	MCQ Exam	Course Textbook
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12.2 Chapter (5): Organizational Impacts of Knowledge Management Second Exam Synchronous Iecturing/meeting-MS Teams MCQ Exam Course Textbook Iecturing/meeting-MS Teams MCQ Exam Course Te	T .	I	Chantar (E)	1		1
12.3 Second Exam		12.2	Organizational Impacts of Knowledge	lecturing/meeting-	MCQ Exam	Course Textbook
13.1 Leadership and Assessment of Knowledge Management Chapter (12): Leadership and Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook		12.3		lecturing/meeting-	MCQ Exam	Course Textbook
13.2 Leadership and Assessment of Knowledge Management Chapter (12): Leadership and Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 13.3 Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 14.1 Chapter (12): Leadership and Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 14.1 Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 14.2 Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 14.3 Assessment of Knowledge MS Teams MCQ Exam Course Textbook 15.1 Cases, Discussion & Synchronous lecturing/meeting-MS Teams MCQ Exam Course Textbook 15.1 Cases, Discussion & Synchronous lecturing/meeting-MS Teams MCQ Exam Course Textbook 15.2 Cases, Discussion & Synchronous lecturing/meeting-MS Teams MCQ Exam Course Textbook 15.2 Cases, Discussion & Synchronous lecturing/meeting-MS Teams MCQ Exam Course Textbook		13.1	Leadership and Assessment of Knowledge	lecturing/meeting-	MCQ Exam	Course Textbook
Chapter (12): Leadership and Assessment of Knowledge Management Synchronous lecturing/meeting- MS Teams MCQ Exam Course Textbook	13	13.2	Leadership and Assessment of Knowledge	lecturing/meeting-	MCO Exam	Course Textbook
14.1 Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 14.2 Leadership and Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 14.2 Leadership and Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 14.3 Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 14.3 Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 15.1 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook 15.2 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook 15.3 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook 15.4 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook 15.5 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook 15.6 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook 15.7 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook 15.8 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook 15.9 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook		13.3	Chapter (12): Leadership and Assessment of Knowledge	lecturing/meeting-		Course Textbook
Chapter (12): Leadership and Assessment of Knowledge Management 14.3 Chapter (12): Leadership and Assessment of Knowledge Management 14.3 Chapter (12): Leadership and Assessment of Knowledge Management Synchronous lecturing/meeting- MS Teams MCQ Exam Course Textbook		14.1	Leadership and Assessment of Knowledge	lecturing/meeting-	MCQ Exam	Course Textbook
Leadership and Assessment of Knowledge Management MS Teams MCQ Exam Course Textbook 15.1 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook Synchronous lecturing/meeting- MS Teams MCQ Exam Course Textbook	14	14.2	Chapter (12): Leadership and Assessment of Knowledge	lecturing/meeting-	MCQ Exam	Course Textbook
15.1 Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook Synchronous lecturing/meeting- Cases, Discussion & Reviews MS Teams MCQ Exam Course Textbook MS Teams MCQ Exam Course Textbook		14.3	Leadership and Assessment of Knowledge	lecturing/meeting-	MCQ Exam	Course Textbook
15 Cases, Discussion lecturing/meeting- & Reviews MS Teams MCQ Exam Course Textbook	15	15.1		lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
Synchronous		15.2		lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
15.3 Cases, Discussion lecturing/meeting- & Reviews MS Teams MCQ Exam Course Textbook		15.3		lecturing/meeting-	MCQ Exam	Course Textbook
TAG .			The Final Exam	LM System	MCQ Exam	Course Textbook

- Teaching methods include: Synchronous lecturing/meeting; Asynchronous lecturing/meeting
- Evaluation methods include: Homework, Quiz, Exam, pre-lab quiz...etc

23 Evaluation Methods:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	Period (Week)	Platform
Midterm Exam	30	Chp1, Chp1& Chp3	Week 8 th	LM System
Second Exam	20	Chp4 & Chp5	Week 12 th	LM System
Final Exam		Chp1, Chp2, Chp3,		
	50	Chp4, Chp5 & Chp12	Week 16 th	LM System

24 Course Requirements (e.g. students should have a computer, internet connection, webcam, account on a specific software/platform...etc):

Students should have a computer, internet connection, webcam, account on a specific software/platform (Microsoft Teams & the LMSystem).

25 Course Policies:

- A- Attendance policies: According to UoJ regulations, students are not allowed to miss more than 15% of the classes during the semester. Failing to meet this requirement will be dealt with according to the university disciplinary rules.
- B- Absences from exams and submitting assignments on time: A make up upon a legitimate excuse
- C- Health and safety procedures: Self administered
- D- Honesty policy regarding cheating, plagiarism, misbehavior: Full compliance with regulations
- E- Grading policy: MCQ Exam key objectively (by the system)
- F- Available university services that support achievement in the course: MS Teams, LM System and elearning platform

26 References:

A- Required book(s), assigned reading and audio-visuals:

Knowledge Management: Systems and Processes, Becerra-Fernandez, I., and Sabherwal, R. 2010, M.E. Sharpe.

B- Recommended books, materials and media:

27 Additional information:

Name of Course Coor	dinator: Prof. Rifat O	. Shannak	Signatu	ire: Rifat	Date: September 20	20
Head of Curriculum C	Committee/Department	: Dr Rand Aldı	mour	Signature:		
Head of Department:	Dr Rand Aldmour	Signature:				
Head of Curriculum C	Committee/Faculty: Dr	Samer Duhayy	/at	Signature:		
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