

## Course E-Syllabus

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

### 18 Course Coordinator:

Name: Professor Rifat O. Shannak  
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### 19 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	Topic	Teaching Methods*/platform	Evaluation Methods**	References
1	1.1	Chapter (1): Introducing Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	1.2	Chapter (1): Introducing Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	1.3	Chapter (1): Introducing Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
2	2.1	Chapter (1): Introducing Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	2.2	Chapter (1): Introducing Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	2.3	Chapter (1): Introducing Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
3	3.1	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	3.2	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	3.3	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
4	4.1	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	4.2	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	4.3	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
5	5.1	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook

	5.2	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting-MS Teams	MCQ Exam	Course Textbook
	5.3	Chapter (2): The Nature of Knowledge	Synchronous lecturing/meeting-MS Teams	MCQ Exam	Course Textbook
6	6.1	Chapter (3): Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	Synchronous lecturing/meeting-MS Teams	MCQ Exam	Course Textbook
	6.2	Chapter (3): Knowledge Management Foundations: 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	7.1	Chapter (3): Knowledge Management Foundations: Infrastructure, Mechanisms, and Technologies	Synchronous lecturing/meeting-MS Teams	MCQ Exam	Course Textbook
	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

	8.3	Chapter (4): Knowledge Management Solutions: Processes and Systems	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
9	9.1	Chapter (4): Knowledge Management Solutions: Processes and Systems	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	9.2	Chapter (4): Knowledge Management Solutions: Processes and Systems	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	9.3	Chapter (4): Knowledge Management Solutions: Processes and Systems	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
10	10.1	Chapter (4): Knowledge Management Solutions: Processes and Systems	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	10.2	Chapter (4): Knowledge Management Solutions: Processes and Systems	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	10.3	Chapter (5): Organizational Impacts of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
11	11.1	Chapter (5): Organizational Impacts of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	11.2	Chapter (5): Organizational Impacts of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	11.3	Chapter (5): Organizational Impacts of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
12	12.1	Chapter (5): Organizational Impacts of Knowledge Management	LM System	MCQ Exam	Course Textbook

	12.2	Chapter (5): Organizational Impacts of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	12.3	Second Exam	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
13	13.1	Chapter (12): Leadership and Assessment of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	13.2	Chapter (12): Leadership and Assessment of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	13.3	Chapter (12): Leadership and Assessment of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
14	14.1	Chapter (12): Leadership and Assessment of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	14.2	Chapter (12): Leadership and Assessment of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	14.3	Chapter (12): Leadership and Assessment of Knowledge Management	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
15	15.1	Cases, Discussion & Reviews	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	15.2	Cases, Discussion & Reviews	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
	15.3	Cases, Discussion & Reviews	Synchronous lecturing/meeting- MS Teams	MCQ Exam	Course Textbook
		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 <sup>th</sup>	LM System
Second Exam	20	Chp4 & Chp5	Week 12 <sup>th</sup>	LM System
Final Exam	50	Chp1, Chp2, Chp3, Chp4, Chp5 & Chp12	Week 16 <sup>th</sup>	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 Coordinator: **Prof. Rifat O. Shannak**      Signature: Rifat      Date: September 2020

Head of Curriculum Committee/Department: Dr Rand Aldmour      Signature: -----

Head of Department: Dr Rand Aldmour      Signature: -----

Head of Curriculum Committee/Faculty: Dr Samer Duhayyat      Signature: -----

Dean:                      Signature: -----