

Course focusing on Human Values and Professional Ethics

Sem.	Course Code	Advanced Learners Course KNOWLEDGE MANAGEMENT	Total Marks : 100		Hours Per Week	Credits
			CIA : --	ESE:100		
IV	17UACAL408					2

**OBJECTIVE:**

- To enable the students to understand the basics forms of knowledge management, process and applications in knowledge management.

**COURSE OUTCOMES:**

At end of the course, students will be able to

- CO1 Helps to acquire knowledge in basics of knowledge management.
- CO2 Enable the students to understand the application of strategy.
- CO3 Developing the business intelligence and internet platforms.
- CO4 Update the recent tools and techniques.
- CO5 Understanding the ethical, legal and managerial issues.

**UNIT - I**

Knowledge Management: Basics - Knowledge and management - Definitions - Functions - Knowledge Management - Information - Data and wisdom - Forms of Knowledge - Knowledge Asset - Knowledge Transfer.

**UNIT - II**

Knowledge Vision and Process - Organisational Strategy - Structures - Change management - Corporate Level Change - Stages of KM Process - Barriers to Knowledge Management - Knowledge Security and Theory of Value.

**UNIT - III**

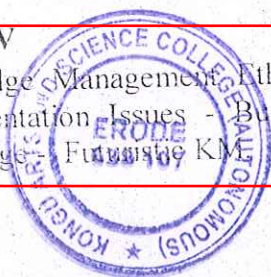
Knowledge Creation and Implementation - Knowledge Sharing - Forms of Knowledge Capital - Leadership - Knowledge creation cycle - Leveraging on Knowledge - Roadblocks to Success - Business intelligence and Internet Platforms - Web Portals - Information Architecture - Knowledge mapping.

**UNIT - IV**

Knowledge Management Tools and Technologies - Personal KM Tools - Theory of Computation - Software - Knowledge Technologies: State of Technology - KM Gets Unconventional - Application is the Key - Content Management - Technology components of KM - ERP and BPR - Meta - data Architecture.

**UNIT - V**

Knowledge Management: Ethical, Legal and Managerial Issues - Implementation - Business Ethics - Legal Issues - Advantages of KM - Competitive Advantage - Future of KM



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**TEXT BOOK:**

1. A Thothathri Raman, Knowledge Management a resource book, 1<sup>st</sup> Edition, 2003, EXCEL Books, New Delhi.

**BOOKS FOR REFERENCE:**

1. Waman S Jawadekar, Knowledge Management, 1<sup>st</sup> Edition 2010, Tata McGraw - Hill, New Delhi.
2. Amrit Tiwana, The Essential Guide to Knowledge Management: E - Business and CRM Applications, 1<sup>st</sup> Edition 2000, Prentice Hall, New Delhi.
3. Pankaj Sharma, Knowledge Management, 1<sup>st</sup> Edition 2010, A.P.H. Publishing Corporation, New Delhi.

QUESTION PAPER PATTERN		
SECTION - A	SECTION - B	SECTION - C
10 x 2 = 20 Marks (Answer any 10 questions out of 12)	5 x 7 = 35 Marks (Either or choice) Two questions from each unit	3 x 15 = 45 Marks (Answer any three questions out of 5). One question from each unit

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