



The University of Jordan

Accreditation & Quality Assurance Center

COURSE Syllabus

1	Course title	Knowledge Management Systems
2	Course number	1904323
3	Credit hours (theory, practical)	3 theory
	Contact hours (theory, practical)	3 theory
4	Prerequisites/corequisites	1904232
5	Programtitle	Business Information Technology
6	Programcode	4
7	Awarding institution	The university of Jordan
8	Faculty	King Abdullah II School for Information Technology
9	Department	Business Information Technology Department
10	Level of course	2 nd year
11	Year of study andsemester (s)	Any
12	Final Qualification	Bachelor(Bsc)
13	Other department(s) involved in teaching the course	none
14	Language of Instruction	English
15	Date of production/revision	production : 1-2-2015/ revision :17-5-2015
16	Required/ Elective	Elective

17. Course Coordinator:

Officenumbers
1-2 Sunday, Tuesday, Wednesday
22621
Hossam.faris@ju.edu.jo

18. Other instructors:

None

19. Course Description:

This course introduces students to the concept of knowledge management systems within today's fast-paced, dynamic, and global business environment. The course covers important topics include tacit and explicit knowledge and how it differs from data and information, strategic use, technologies, people and cultural issues, knowledge transfer, and implementation.

20. Course aims and outcomes:**A- Aims:**

The main goal of this course is to enable students to gain knowledge and skills on how the Knowledge Management Systems can support organizations to compete effectively in a fast-paced dynamic business environment.

Enable students to:

1. Understand the meaning of knowledge management and describe the concept of learning organizations.
2. Understand the main four processes of knowledge management .
pressure in industry.
3. Describe Knowledge Management systems and describe their strategic and competitive advantages.
4. Identify possible explicit and implicit knowledge resources within the organization.
5. Evaluate the impact of technology including telecommunications, networks..
6. Apply KM concepts to devise KM practices, actions, and programming for effective business support.
7. Propose , develop, and implement KM projects and to address industrial problems;

B- Intended Learning Outcomes (ILOs):

Successful completion of this course should lead to the following learning outcomes:

A- Knowledge and Understanding: Students should ...

A 1. Define Knowledge Management, learning organizations and related terminologies in clear terms and understand the role of knowledge management systems in companies and organizations.

A 2. Define and understand the main Knowledge Management processes: creation, acquisition, transfer and management

A 3. Identify, select and integrate information and communication technologies in Knowledge Management systems to enable the creation, acquisition, transfer and management of knowledge.

B- Intellectual skills: with the ability to...

B 1. Analyze and evaluate tacit and explicit knowledge assets and understand current Knowledge management issues and initiatives.

B 2. Evaluate the impact of technology including telecommunications, networks,

B 3. Study the role of Internet/intranet in managing and transfer knowledge to facilitate the collaborative work.

C- Subject specific skills – with ability to...

C 1. Apply KM concepts to devise KM practices, actions, and programming for effective business support;

C2. Apply methods and tools for knowledge engineering and management;

C 3. Use working knowledge and sound skills to plan, assess, develop, and implement KM projects and to address industrial problems;

C 4. Design and implement a KM system and justify the success of the implementation.

D- Transferable skills – with ability to

D1. Discuss and work in a group in order to design and write the specification of a new case

D2. Work in a group in order to propose a knowledge management system

D3. Present the final work (project) and make a demo

21. Topic Outline and Schedule:

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
1. Introduction to Knowledge management	1-3	All	A1	T: Lecture L: Reading lecture notes	Reading from (Text
2. The Knowledge-Centric			A2		
			A3		

Organization 3. Understanding Knowledge 4. Knowledge Creation and Architecture				A: in Class questions	book)
5. KM Framework Assignment 6. Capturing Tacit Knowledge 7. Other Knowledge Capture Techniques 8. Knowledge Codification 9. Knowledge Base Verification and Validation	4-6	All	A1 A2 A3	T: Lecture and presentation L: Reading lecture notes A: in Class cases	Reading from (Text book)
Midterm Exam		All			
10. Knowledge Transfer and Sharing 11. Social Knowledge Networks and Social Intelligence 12. Knowledge Portals 13. Ethical and Legal Issues	7-9		B1 B2 B3	T: Lecture and presentation L: Reading lecture notes A: Home work assignments	Reading from (Text book)
Short Exam		All			
14. Managing Knowledge Workers and the Future of KM	10-12		D3 C1	T: Present examples L: Reading lecture notes A: Quiz	Reading from (Text book)
15. Emerging Trends in Knowledge Management	13-15	All	D1 D2 D3 C3 C4 C1 C2	T: Present examples L: Reading lecture notes A: Quiz	Reading from (Text book)
Final Exam		All			

22. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

Lecture, lab and presentation

23. Evaluation Methods and Course Requirements:

Teaching (T) Strategies

Class Contact is 3 Hours per week. The Course will be delivered using different means like lecture, presentations, seminars, discussion and case studies.

Learning (L) Methods

Students attend classes, ask questions and participate in discussions, do the home works, present the assignments and demo their works. A student will use the lab and select a programming language to implement the assignments. Students will access the e-learning platform for more instruction and supported learning materials

Assessment (A) Methods

There will be several assessment methods of evaluation the performance of the students such as attending and class participation, grading the homework, quizzes and assignments; conducting the Midterm and the Final Exams. Every student is expected to completely adhere to the assignments and project strict deadlines, absolutely no exceptions will be given.

24. Course Policies:

A- Attendance policies:

Maximum allowable absence 15% of number of Lectures/Semester

B- Absences from exams and handing in assignments on time:

It is the student's responsibility to ensure that he/she is aware of all assignments, announcements and contents of missed sessions

C- Health and safety procedures:

Practical sessions need labs which are suitable adjustable chairs, safe computers and wires should be well organized.

D- Honesty policy regarding cheating, plagiarism, misbehavior:

It is the student's responsibility to ensure that he/she is adhere with cheating, plagiarism, misbehaviour

E- Grading policy:

Intended (Tentative) Grading Scale:

Range	LG	الحرف	Range	LG	الحرف	Range	LG	الحرف
91 - 100	A	أ	74 - 77	B-	-ب	56 - 60	D+	+د
86 - 89	A-	-أ	70 - 73	C+	+ج	50 - 55	D	د
82 - 85	B+	+ب	66 - 69	C	ج	45 - 49	D-	-د
78 - 81	B	ب	61 - 65	C-	-ج	0 - 44	F	هـ

Grading and Evaluation Criteria: 100 points distributed as follows:

Weight	Criteria	Comments
30%	MidTerm Exam (Automated)	TBA (in due course)
10%	Short Exam (Automated)	TBA (in due course)
10%	Seminar & Presentation	Class participation
50%	Final Exam	17 May, 2015

F- Available university services that support achievement in the course:

Computer Labs.

25. Required equipment:

- 1- Personal computers in a lab.
- 2- Data show
- 3- Access 2007

26. References:

Maier, Ronald, and Thomas Hädrich. "Knowledge Management Systems." (2011): 779-790.

27. Additional information:

1. Tardiness and/or absenteeism will have a negative impact on the course grade.
2. الامتناع المدبر عن حضور المحاضرات أو الدروس أو عن الأعمال الأخرى التي تقضي الأنظمة بالمواظبة عليها ، وكل تحريض على هذا الامتناع سوف يؤدي الى حرمان الطالب من المادة المعنية.
3. في حالة التغيب عن الامتحانين الأول و الثاني لن يكون هناك امتحان تعويضي الا في حالة وجود عذر وحالة طارئة من المستشفى. على الطالب براز العذر لمدرس المادة في فتره لا تتجاوز الثلاثة ايام من تاريخ الامتحان, وللمدرس الحق في قبول او رفض العذر , وحسب التعليمات.
4. Concerns or complaints should be expressed in the first instance to the module lecturer; if no resolution is forthcoming then the issue should be brought to the attention of the module coordinator (for multiple sections) who will take the concerns to the module representative meeting. Thereafter problems are dealt with by the Department Chair and if still unresolved the Dean and then ultimately the Vice President. For the final complaints, there will be a committee to review grading the final exam.
5. For more details on University regulations please visit <http://www.ju.edu.io/rules/index.htm>

Name of Course Coordinator: -----Signature: ----- Date: -----

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: ----- -Signature: -----

Copy to:

Head of Department
Assistant Dean for Quality Assurance
Course File