

Knowledge Management

SYLLABUS

I. IDENTIFICATION

Program: Industrial and Systems Engineering		
Course: Knowledge Management		
Class hours: 54 hours - 3 local credits	Academic year: 2025/1	Phase: 10
Professor: Vanessa Nappi		
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II. SUMMARY

Introduction to Knowledge Management. The ages of information and knowledge management. Knowledge management in organizational theory. Creation and maintenance of knowledge. Technologies and tools to support knowledge management. Intellectual capital.

III. DIDACTIC PROGRAM

- I. Data, information, and knowledge
- II. Introduction to knowledge management
- III. Supporting technologies and tools
- IV. Information asset management
- V. Knowledge society
- VI. Knowledge economy

IV. LEARNING METHODOLOGY

The learning methodology consists of lectures, group activities, computer lab activities, and group work.

V. SCHEDULE

Week	Class
1	Classes overview
2	1. Introduction to data, information and knowledge
3	2. Introduction to knowledge management
4	3. Technologies
5	4. Information management (Lab.)
6	5. Knowledge society (Lab.)
7	Assignment 1 development (Lab.)
8	Assignment 1 (Lab.)
9	6. Knowledge economy
10	7. Knowledge organizations
11	8. Competencies
12	Assignment 2 development (Lab.)

13	Assignment 2 (Lab.)
14	9. Intellectual property
15	Conference (to be confirmed)
16	10. Trends in knowledge management
17	Assignment 3 development (Lab.)
18	Assignment 3 (Lab.)
	Exam

V. ASSESSMENT SYSTEM

The assessment consists of both group and individual assignments, along with seminars featuring group presentations throughout the semester.

IV. BIBLIOGRAPHY

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HISLOP, D., BOSUA, R., & HELMS, R. Knowledge management in organizations: A critical introduction. 4th ed. Oxford: Oxford University Press. 2018.

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LYTRAS, M. D.; CARROLL, J, M.; DAMIANI, E; TENNYSON, R. D. Emerging Technologies and Information Systems for the Knowledge Society: First World Summit on the Knowledge Society, WSKS 2008, Athens, Greece, September 24-26, 2008. Proceedings. Berlin, Heidelberg: Springer Berlin Heidelberg, 2008.

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NGUYEN, N. T. Advanced Methods for Inconsistent Knowledge Management. London: Springer London, 2008. XII, 356 p.

NONAKA, I., TAKEUCHI, H. The knowledge-creating company: How Japanese companies create the dynamics of innovation. Oxford University Press. 1995.

RAMADAN, B. M., DAHIYAT, S. E., BONTIS, N., AL-DALAHMEH, M. A. Intellectual capital, knowledge management and social capital within the ICT sector in Jordan. Journal of Intellectual Capital, 18(2), 437-462. 2017.

SHIVAKUMAR, S. K. Enterprise content and search management for building digital platforms. Hoboken: Wiley, 2016.