RTU Course "Knowledge Management Systems"

33000 Datorzinātnes, informācijas tehnoloģijas un enerģētikas fakultāte

General data

Code	DE0739
Course title	Knowledge Management Systems
Course status in the programme	Compulsory/Courses of Limited Choice
Responsible instructor	Mārīte Kirikova
Volume of the course: parts and credits points	1 part6.0 ECTS credits
Language of instruction	LV, EN
Abstract	The study course provides an understanding of the role of knowledge in organizations, the types of knowledge and the possibilities of supporting organizational knowledge. Students get acquainted with different ways of reflecting the organization's knowledge, approaches to the development and evaluation of a knowledge management system, and practically solve specific problems of a knowledge management system's development.
Goals and objectives of the course in terms of competences and skills	The aim of the study course is to provide knowledge and skills that enable student to understand how the basic characteristics of knowledge affect knowledge management and to interpret the concept and goals of knowledge management in relation to modern business practices and technologies. The tasks of the study course: 1. To provide knowledge about the concept of knowledge and its nature and types. 2. To develop the ability to analyse the knowledge processes in the organization in relation to the strategic goals of the organization. 3. To provide an understanding of the role of social and technological factors in knowledge management. 4. To develop student understanding of the development of knowledge management systems and give an opportunity to get practical skills in the implementation of some stages of a knowledge management system.
Structure and tasks of independent studies	In their independent work, students research in depth the topics included in the study course, as well as jointly develop a blueprint of the knowledge management system corresponding to a specific problem area.
Recommended literature	Obligātā/Obligatory: Hislop, Donald. Knowledge management in organizations: a critical introduction /Donald Hislop, Rachelle Bosua, and Remko Helms., xxi, 321 lpp.: diagrammas, tabulas; 25 cm. Amrit Tiwana: Knowledge Management Toolkit (any edition). Papildu/Additional: North, Klaus. Knowledge management: value creation through organizational learning /Klaus North, Gita Kumta. Cham: Springer, ©2014., xxv, 326 lpp.: il. Blokdyk, Gerard. Knowledge Management Software: a complete guide - 2020 edition: practical tools for self-assessment /Gerard Blokdyk; The Art of Service., 312 lpp.: ilustrācijas; 23 cm. Milton, Nick. The knowledge manager's handbook: a step-by-step guide to embedding effective knowledge management in your organization /Nick Milton and Patrick Lambe., xiii, 303 lpp.: ilustrācijas; 24 cm. Ronald Maier, Knowledge Management Systems: Information and Communication Technologies for Knowledge Management, Springer; 3rd edition, 2007. The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation by Ikujiro Nonaka and Hirotaka Takeuchi (284 pages, Oxford University Press, 1995).
Course prerequisites	Recommended: knowledge in requirements engineering, systems theory and business process management..

Course contents

Content	Full- and part-time intramural studies		Part time extramural studies	
	Contact Hours	Indep. work	Contact Hours	Indep. work
Knowledge, knowledge management aims, perspectives and challenges.	8	12	0	0
Knowledge management methods and systems.	12	18	0	0
Knowledge management processes and tools (including sub-topics on knowledge audit and user experience design).	16	24	0	0
Knowledge management relation to strategic, human resources, innovation and quality management.	4	6	0	0
Socio-ethical factors of knowledge management.	4	6	0	0
Design and development of knowledge management system's blueprint.	20	30	0	0
Total:	64	96	0	0

Learning outcomes and assessment

Learning outcomes	Learning outcomes assessment methods and assessment criteria
Is able to perform a knowledge audit.	Knowledge audit and its analysis performed in a real or simulated situation (a group assignment and/or the exam).
Is able to align business strategy and knowledge management strategy.	Appropriately formulated knowledge management strategy for a given situation at an examination (a group assignment and/or the exam).
Is able to use and evaluate knowledge management technologies.	Correct evaluation of several technologies (a group assignment).

Understands the nature of knowledge and socio-ethical and administrative factors of knowledge management.	Correctly answered questions in individual assignments.
Is able to design knowledge management system.	A nontrivial knowledge management system's project – teamwork with the status of an exam.
Is able to evaluate the quality of knowledge management artefacts.	Demonstrates, how the quality of a particular artefact can be evaluated in the individual or group assignment.

Course tests

Tests	% of final assessment
Results of the individual and group assignments (at least 40% of the maximum of points shall be achieved)	50
Exam – development of a knowledge management system's blueprint (at least 40% of the maximum of points shall be achieved)	50
Total:	100

Course planning

Part	Semester			CP	Academic hours			Tests		
	Autumn	Spring	Summer		Lectures	Practical	Lab.	Test	Exam	Work
1.	*	*		6.0	32.0	0.0	32.0		*	