

**Objective:** To make understand organization's knowledge needs, the location of the knowledge, and how to improve the knowledge.

**UNIT – 1: INTRODUCTION (8)**

What is Knowledge Management? – History of Knowledge Management – Major Approaches to KM Cycle – An Integrated KM Cycle – Strategic implications of the KM Cycle – Major Theoretical KM Models

**UNIT – 2: KNOWLEDGE APPLICATION: (8)**

Tacit Knowledge Capture – Explicit Knowledge codification – Knowledge Sharing Communities – Obstacles to Knowledge sharing – Organizational Learning and Social Capital – Knowledge Application at Individual Level – Knowledge Application at Group and Organizational Level

**UNIT – 3: THE FIRST PHASE: (8)**

Infrastructure Evaluation And Leverage, The Leveraged Infrastructure, Aligning Knowledge Management and Business Strategy

**UNIT - 4: THE SECOND PHASE: (16)**

KM System Analysis, Design and Development, The Knowledge Management Platform , Knowledge Audit and Analysis , Designing the KM Team, Creating the KM System Blueprint, Developing the KM System

**UNIT – 5: THE THIRD PHASE: (8)**

KMS Development - Prototyping and Development, Leadership and Reward Structures. The Final Phase and Beyond: Measuring Real-Option Analysis for Performance, Real-Options Analysis for Knowledge Valuation

**Text Books:**

1. **“Knowledge Management in Theory and Practice ”** – by Kimiz Dalkir - Elsevier India Private Limited - 2008
2. **“The Knowledge Management Toolkit”** - by Amrit Tiwana - Pearson Education, Second Edition- 1999