Introduction to Knowledge Management

Sanda Pleslić
University of Zagreb
Faculty of Electrical Engineering and Computing
Department for Applied Physics
C building, 2nd floor, room C2–07
E-mail: sanda.pleslic@fer.hr
Phone: 6129 607 (room), 6129 670, 6129 573 (secretary)
What is KNOWLEDGE MANAGEMENT?

There are many definitions…

- "Knowledge Management is the discipline of enabling individuals, teams and entire organizations to collectively and systematically create, share and apply knowledge, to better achieve their objectives.”

  (Ron Young, CEO/CKO Knowledge Associates International)
Consultation in agreement with the teacher

By e-mail in advance: sanda.pleslic@fer.hr

All announcements and electronic versions of lessons on FER web page: www.fer.unizg.hr/en/course/itkm
Introduction to Knowledge Management – LITERATURE

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ELEMENTS OF EVALUATION

- Total sum = 100 points
- Seminar
  - starting from second lesson
  - small groups of students (3 students)
  - list of topics – seminar in Word and presentation in Power Point (both send by e-mail to teacher in advance to review and correct and present after lessons to the end of semester)

Total: 25 points
Introduction to Knowledge Management – SEMINARS

Leveraging Tacit Organisational Knowledge

A Case Study of Knowledge Management Implementation for Information Consulting Company

THE APPLICABILITY OF THE SECI MODEL TO MULTI-ORGANISATIONAL ENDEAVOURS: AN INTEGRATIVE REVIEW

The Knowledge Life Cycle for e-learning

Communities of Practice, Social Capital and Organizational Knowledge

Doing Knowledge Management

Why Information Technology Inspired But Cannot Deliver Knowledge Management

Knowledge Management in Software Engineering
Managing the Knowledge Life Cycle

Successful Knowledge Management Projects

Organizational knowledge and the Intranet

A MODEL OF KNOWLEDGE MANAGEMENT AND THE N-FORM CORPORATION

General Perspectives on Knowledge Management: Fostering a Research Agenda

The New Knowledge Management: A Paradigm and Its Problems

“Tacit Knowledge” versus “Explicit Knowledge”

Approaches to Knowledge Management Practice
Intellectual Capital
The New Wealth of Organizations

KNOWLEDGE, STRATEGY, AND THE THEORY OF THE FIRM

The SECI model of knowledge creation: some empirical shortcomings

Methodology of knowledge management implementation

Effective Integration of Knowledge Management into the Business Starts with a Top-down Knowledge Strategy

The Eleven Deadliest Sins of Knowledge Management
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- Participation in lessons – activity
  - Attendance – 1 time = 1 point
  - Total 13 weeks of lecturing

Total (maximum): 5 points
EXAMS – written

- Bring x–identity card for exams and something for writing (pen, pencil…)

- Papers and test forms in envelopes for each student prepared in advance

- Using of mobile phone is not allowed during exams (recommendation: switch off)
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**Midterm exam**
- duration: 90 min
- written exam
- First 6–7 lessons in semester
Total: **35 points**

**Final exam**
- duration: 90 min
- written exam
- Last 6–7 lessons in semester
Total: **35 points**
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- Pass $\geq 50$ points
- No other conditions or thresholds
- *Exams in summer and autumn term* – also in written form
- Exams could be in oral form but in agreement with the teacher
- Exams contain all lessons
- Duration: 120 min

Total: \textit{70 points}
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Evaluation

- 85–100 - 5
- 70–84 - 4
- 60–69 - 3
- 50–59 - 2
Introduction to Knowledge Management – Content (1/5)


- **Tacit and explicit knowledge**: definitions, examples. Using of tacit and explicit knowledge in organizations.
Introducción a la Gestión del Conocimiento – Contenido (2/5)

- Espiral de conocimiento y modelo SECI. Interacción de conocimiento tácito y explícito en 4 etapas: socialización, externalización, combinación y internalización. Ventajas y fracasos del modelo.
- Creación de conocimiento útil – proceso de creación de conocimiento útil en 10 etapas.
Introduction to Knowledge Management – Content (3/5)

- Knowledge lifecycle and applications. Smart systems of knowledge lifecycle management: key problems, solutions and applications.
- Definition and specification of knowledge management: levels, objectives, interventions, activity classification. Knowledge management components.
Introduction to Knowledge Management – Content (4/5)

- Peer assist – learning from others.
- Knowledge management or strategy.
Introduction to Knowledge Management – Content (5/5)

- Intellectual capital – definition. Relation between knowledge and intellectual capital.
- Knowledge management and culture.
- Knowledge management in practice: tools and techniques.
Schedule

Tuesday
5–7 PM
B3
Questions?