

KNOWLEDGE MANAGEMENT (KM)

KM 41095 SPECIAL TOPICS IN KNOWLEDGE MANAGEMENT 1-3 Credit Hours

(Repeatable for credit) Topics could include current or emerging issues in knowledge management. Topics will be announced in schedule of classes. Offered irregularly as resources and opportunities permit.

Prerequisite: None.

Schedule Type: Lecture

Contact Hours: 1-3 lecture

Grade Mode: Standard Letter

KM 41096 INDIVIDUAL INVESTIGATION IN KNOWLEDGE MANAGEMENT 1-3 Credit Hours

(Repeatable for credit) Research or individual investigation in areas not covered in the existing curriculum for baccalaureate level students at or above the junior level.

Prerequisite: Special approval.

Schedule Type: Individual Investigation

Contact Hours: 3-9 other

Grade Mode: Standard Letter-IP

KM 60301 FOUNDATIONAL PRINCIPLES OF KNOWLEDGE MANAGEMENT 3 Credit Hours

(Slashed with KM 80301) This course covers an introduction to: historical roots for knowledge and knowledge management; theories/definitions of knowledge; theories, applications tools and practices of KM; Knowledge Management Life-Cycle Framework and Models; significant issues in KM– best practices, culture, economics, strategy, intellectual capital, sustainable innovation.

Prerequisite: Graduate standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 60303 KNOWLEDGE ASSESSMENT AND EVALUATION 3 Credit Hours

(Slashed with KM 80303) Explores all aspects of effective knowledge management within all types of organizations. Lays out the context for knowledge management – at each multiple levels (strategic, technical, business-aligned, and individual) and across all competencies. Covers theory, practice and methods of assessment and evaluation for all levels and all competencies. Provides an introduction to knowledge strategy formulation and planning, knowledge management maturity modeling, knowledge typologies and audits, knowledge mapping, organizational network analysis, knowledge competency mapping and human capital analytics, strategic workforce planning concepts, internal knowledge markets and incentives, community of practice metrics, organizational culture metrics.

Prerequisite: KM 60301; and graduate standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 60304 THE INFORMATION AND KNOWLEDGE ECONOMY 3 Credit Hours

Covers theories of information and knowledge economy. The focus of the course is on information and the new information and digital economy, consumer behavior and production theory; the demand for information; information as a factor of production; information costs and pricing. Case studies in the information industry are explored.

Prerequisite: Graduate standing.

Pre/corequisite: KM 60301.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 60305 COMMUNITIES OF PRACTICE 3 Credit Hours

(Slashed with KM 80305) Explores collaboration and communities from both a theoretical and a practical perspective. The theory includes structural elements (defining a community identity, scoping the domain, defining practice), and natural lifecycles, and best practices for cultivating communities. On the practical side, students explore strategic placement of communities, the community development process, community design and implementation, and measuring the impacts of communities on intellectual capital creation. Communities of practice are also discussed in the context of digital ecosystems (Web 2.0 and Web 3.0). Utilizes readings and reviews of real life case studies of communities of practice in education, health care and nursing, disaster management, military sciences, and hobbies and craft circles. Students also complete a course project pertaining to community of practice evaluation.

Prerequisite: KM 60301; and graduate standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 60307 ORGANIZATIONAL LEARNING 3 Credit Hours

Addresses organizational learning in fast-paced, complex and changing organizational environments. For knowledge organizations in the 21st century, learning is a continuous activity. To survive and grow, a knowledge organization must learn through its people, its groups and the organization as a whole. The capacity to learn is a competitive advantage for a knowledge organization. Covers the fundamental theory of organizational learning, organizational learning types, and the five disciplines of learning organizations, and factors that facilitate or impede organizational learning.

Prerequisite: KM 60301; and graduate standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 60310 INTELLECTUAL CAPITAL MANAGEMENT 3 Credit Hours

This course encompasses the new knowledge-intensive economic units: human capital and social capital intellectual assets, intellectual property, brands and trademarks. A 'lifecycle' approach for intellectual assets is described– creation, codification, valuation, protection and leveraging of intellectual assets for competitive advantage.

Prerequisite: KM 60301 with a minimum C grade; and graduate standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 60311 BUSINESS PROCESS MANAGEMENT 3 Credit Hours
 (Slashed with KM 80311) Introduction to business process management and workflow management. BPM will describe how organizational business processes (internal, external, manual and automated) can be transformed and managed to increase efficiency, effectiveness and positively affect performance. Topics include the discovery, analysis, modeling and automation of workflow processes.
Prerequisite: KM 60301 with a minimum C grade; and graduate standing.
Schedule Type: Lecture
Contact Hours: 3 lecture
Grade Mode: Standard Letter

KM 60312 BUSINESS INTELLIGENCE-COMPETITIVE INTELLIGENCE 3 Credit Hours
 An introduction to strategic intelligence consisting of competitive and business intelligence. Strategic intelligence is an art, science and craft. Businesses and governments require effective intelligence programs, processes and tools to track businesses competitors, markets and trends by acquiring, creating, managing and disseminating intelligence knowledge.
Prerequisite: KM 60301 with a minimum C grade; and graduate standing.
Schedule Type: Lecture
Contact Hours: 3 lecture
Grade Mode: Standard Letter

KM 60315 FOUNDATIONS OF DOCUMENT MANAGEMENT 3 Credit Hours
 Covers three main themes: Principles, which covers the document and records management conceptual framework, relationships with information policy, definitions and industry standards; Practices, which covers the management and procedural framework for effective planning and implementation of document and records management solutions; Technologies, which provides a business-oriented analysis of the nature of the enabling information systems available to support effective document and records management solutions.
Prerequisite: Graduate standing.
Pre/corequisite: KM 60301.
Schedule Type: Lecture
Contact Hours: 3 lecture
Grade Mode: Standard Letter

KM 60316 ORGANIZATIONAL CULTURE ASSESSMENT 3 Credit Hours
 Examines different types of cultures and how each type influences a knowledge organization - how culture influences the way knowledge workers work, how they make decisions and how they behave, the internal cultures of groups and communities, the cultural attributes of knowledge workers which may impact their knowledge behaviors. Organizational cultures of multicultural, global and virtual organizations are covered. Students conduct an organizational culture assessment.
Prerequisite: Graduate standing.
Pre/corequisite: KM 60301.
Schedule Type: Lecture
Contact Hours: 3 lecture
Grade Mode: Standard Letter

KM 60340 BUSINESS NARRATIVE AND STORYTELLING 3 Credit Hours
 (Slashed with KM 80340) Focuses on the business use of storytelling and narrative intelligence. Narrative intelligence is the ability to make sense of the world through narrative and storytelling. Business narrative helps a knowledge organization to strengthen its organizational visions, to enhance communications, to capture and transfer knowledge, externalize and internalize tacit knowledge, encourage innovation, build communities, and develop effective training, mentoring and learning strategies. Business narrative is the primary way that procedural knowledge is understood and shared. Covers oral and written stories, documentaries, oral histories, organizational myths and legends, case scenarios, training scenarios, encoded and embedded business rules, gossip and business conversations. Students learn how to develop business stories, craft and deliver a springboard story, evaluate narrative architectures, and design systems that support access to business narratives and stories.
Prerequisite: KM 60301; and graduate standing.
Schedule Type: Lecture
Contact Hours: 3 lecture
Grade Mode: Standard Letter

KM 60370 SEMANTIC ANALYSIS METHODS AND TECHNOLOGIES 3 Credit Hours
 (Slashed with KM 80370) Introduces students to the practical contexts, methods and tools associated with semantic analysis. Focuses on early life cycle aspects of semantics, including identification and modeling of semantic problems, design of semantic solutions, and the identification and implementation of appropriate semantic technologies. Covers natural language processing, rule-based and grammar based concept extraction, rule-based and dynamic classification and automated summarization. Students work with a variety of semantic technologies.
Prerequisite: KM 60301 or EMAT 64210 or MIS 64036; and graduate standing.
Schedule Type: Lecture
Contact Hours: 3 lecture
Grade Mode: Standard Letter

KM 60691 SEMINAR IN KNOWLEDGE MANAGEMENT 1-3 Credit Hours
 (Repeatable for credit) Advanced research by students who are qualified to examine problems of certain special areas related to concentrations of study in knowledge management.
Prerequisite: Graduate standing.
Schedule Type: Seminar
Contact Hours: 1-3 other
Grade Mode: Standard Letter

KM 60693 VARIABLE TITLE WORKSHOP IN KNOWLEDGE MANAGEMENT 1-3 Credit Hours
 (Repeatable for credit) Intensive examination of special topics of interest to those involved in knowledge management. Maximum number of workshop credits for the MS-KM degree is 4 semester hours.
Prerequisite: Graduate standing.
Schedule Type: Workshop
Contact Hours: 1-3 other
Grade Mode: Satisfactory/Unsatisfactory

KM 60792 ELECTIVE INTERNSHIP IN KNOWLEDGE MANAGEMENT 2-3 Credit Hours

Supervised work experience in knowledge management of a professional nature of not less than 100 clock hours (for 2 credit hours) or 150 clock hours (for 3 credit hours) with directed preparation of a reflection paper.

Prerequisite: Graduate standing; and special approval.

Schedule Type: Practical Experience

Contact Hours: 6-10 other

Grade Mode: Satisfactory/Unsatisfactory-IP

KM 61095 SPECIAL TOPICS IN KNOWLEDGE MANAGEMENT 1-3 Credit Hours

(Repeatable for credit) Offered irregularly as resources and or opportunities permit. Topics could include current or emerging issues in knowledge management. Specific topics are announced in the Schedule of Classes.

Prerequisite: Graduate standing.

Schedule Type: Lecture

Contact Hours: 1-3 lecture

Grade Mode: Standard Letter

KM 61096 INDIVIDUAL INVESTIGATION IN KNOWLEDGE MANAGEMENT 1-3 Credit Hours

(Repeatable for credit) Research or individual investigation in areas not covered in the existing curriculum for master's level students. Maximum credit towards master's degree: 6 hours.

Prerequisite: Graduate standing; and special approval.

Schedule Type: Individual Investigation

Contact Hours: 3-9 other

Grade Mode: Standard Letter-IP

KM 66092 MASTER'S INTERNSHIP IN KNOWLEDGE MANAGEMENT 3 Credit Hours

Supervised work experience of an advanced professional nature that concentrates on developing skills in areas of knowledge management and integrates their knowledge from all KM courses and experiences. Students must have completed 30 credit hours towards the MS-KM program prior to registration.

Prerequisite: KM 60301, KM 60303, KM 60304, KM 60305, KM 60307 and LIS 60636; and a minimum 3.000 overall GPA; and graduate standing; and special approval.

Schedule Type: Practical Experience

Contact Hours: 9 other

Grade Mode: Satisfactory/Unsatisfactory-IP

KM 66098 MASTER'S PROJECT IN KNOWLEDGE MANAGEMENT 3 Credit Hours

Provides a means for the application of the knowledge, research and competencies learned through study in knowledge management to the development of an information system, product, setting or service. Students must have completed a minimum of 30 credit hours prior to enrolling in the course.

Prerequisite: KM 60301, KM 60303, KM 60304, KM 60305, KM 60307 and LIS 60636; and minimum 3.000 overall GPA; and graduate standing; and special approval.

Schedule Type: Master's Project

Contact Hours: 3 other

Grade Mode: Satisfactory/Unsatisfactory-IP

KM 66198 MASTER'S RESEARCH PAPER IN KNOWLEDGE MANAGEMENT 3 Credit Hours

Under the advisement of a faculty member, students will complete a research paper that serves as a culminating experience for the M.S.-KM program. Students must have completed a minimum of 30 credit hours towards the MS-KM program prior to registration.

Prerequisite: KM 60301, KM 60303, KM 60304, KM 60305, KM 60307 and LIS 60636; and minimum 3.000 overall GPA; and graduate standing; and special approval.

Schedule Type: Master's Project

Contact Hours: 3 other

Grade Mode: Satisfactory/Unsatisfactory-IP

KM 66199 THESIS I 2-6 Credit Hours

Thesis students must register for a total of 6 hours, 2 to 6 hours in a single semester distributed over several semesters if desired. Students must have completed a minimum of 30 credit hours towards the MS-KM program prior to registration.

Prerequisite: KM 60301, KM 60303, KM 60304, KM 60305, KM 60307 and LIS 60636; and minimum 3.000 overall GPA; and graduate standing; and special approval.

Schedule Type: Masters Thesis

Contact Hours: 2-6 other

Grade Mode: Satisfactory/Unsatisfactory-IP

KM 66299 THESIS II 2 Credit Hours

Thesis students must continue registration each semester until all degree requirements are met.

Prerequisite: KM 66199; and graduate standing; and special approval.

Schedule Type: Masters Thesis

Contact Hours: 2 other

Grade Mode: Satisfactory/Unsatisfactory-IP

KM 80301 FOUNDATIONAL PRINCIPLES OF KNOWLEDGE MANAGEMENT 3 Credit Hours

(Slashed with KM 60301) This course covers an introduction to: historical roots for knowledge and knowledge management; theories/definitions of knowledge; theories, applications, tools, and practices of KM; Knowledge Management Life-Cycle Framework and Models; significant issues in KM - best practices, culture, economics, strategy, intellectual capital, sustainable innovation.

Prerequisite: Doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80303 KNOWLEDGE ASSESSMENT AND EVALUATION 3 Credit Hours

(Slashed with KM 60303) Explores all aspects of effective knowledge management within all types of organizations. Lays out the context for knowledge management – at each multiple levels (strategic, technical, business-aligned, and individual) and across all competencies. Covers theory, practice and methods of assessment and evaluation for all levels and all competencies. Provides an introduction to knowledge strategy formulation and planning, knowledge management maturity modeling, knowledge typologies and audits, knowledge mapping, organizational network analysis, knowledge competency mapping and human capital analytics, strategic workforce planning concepts, internal knowledge markets and incentives, community of practice metrics, organizational culture metrics.

Prerequisite: KM 80301; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80305 COMMUNITIES OF PRACTICE 3 Credit Hours

(Slashed with KM 60305) Explores collaboration and communities from both a theoretical and a practical perspective. The theory includes structural elements (defining a community identity, scoping the domain, defining practice), and natural lifecycles, and best practices for cultivating communities. On the practical side, students explore strategic placement of communities, the community development process, community design and implementation, and measuring the impacts of communities on intellectual capital creation. Communities of practice are also discussed in the context of digital ecosystems (Web 2.0 and Web 3.0). Utilizes readings and reviews of real life case studies of communities of practice in education, health care and nursing, disaster management, military sciences, and hobbies and craft circles. Students also complete a course project pertaining to community of practice evaluation.

Prerequisite: KM 80301; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80307 ORGANIZATIONAL LEARNING 3 Credit Hours

(Slashed with KM 60307) Addresses organizational learning in fast-paced, complex and changing organizational environments. For knowledge organizations in the 21st century, learning is a continuous activity. To survive and grow, a knowledge organization must learn through its people, its groups and the organization as a whole. The capacity to learn is a competitive advantage for a knowledge organization. Covers the fundamental theory of organizational learning, organizational learning types, and the five disciplines of learning organizations, and factors that facilitate or impede organizational learning.

Prerequisite: KM 80301; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80310 INTELLECTUAL CAPITAL MANAGEMENT 3 Credit Hours

(Slashed with KM 60310) This course encompasses the new knowledge-intensive economic units: human capital and social capital intellectual assets, intellectual property, brands, and trademarks. A 'lifecycle' approach for intellectual assets is described - creation, codification, valuation, protection and leveraging of intellectual assets for competitive advantage.

Prerequisite: KM 80301 with a minimum C grade; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80311 BUSINESS PROCESS MANAGEMENT 3 Credit Hours

(Slashed with KM 60311) Introduction to business process management and workflow management. BPM will describe how organizational business processes, (internal, external, manual and automated), can be transformed and managed to increase efficiency, effectiveness and positively affect performance. Topics include the discovery, analysis, modeling and automation of workflow processes.

Prerequisite: KM 80301 with a minimum C grade; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80312 BUSINESS INTELLIGENCE-COMPETITIVE INTELLIGENCE 3 Credit Hours

(Slashed with KM 60312) An introduction to strategic intelligence consisting of competitive and business Intelligence. Strategic intelligence is an art, science, and craft. Businesses and governments require effective intelligence programs, processes, and tools to track businesses, competitors, markets and trends by acquiring, creating, managing, packaging, and disseminating intelligence knowledge.

Prerequisite: KM 80301 with a minimum C grade; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80315 FOUNDATIONS OF DOCUMENT MANAGEMENT 3 Credit Hours

(Slashed with KM 60315) Covers three main themes: Principles, which covers the document and records management conceptual framework, relationships with information policy, definitions and industry standards; Practices, which covers the management and procedural framework for effective planning and implementation of document and records management solutions; Technologies, which provides a business-oriented analysis of the nature of the enabling information systems available to support effective document and records management solutions.

Prerequisite: KM 80301; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80316 ORGANIZATIONAL CULTURE ASSESSMENT 3 Credit Hours

(Slashed with KM 60316) Examines different types of cultures and how each type influences a knowledge organization - how culture influences the way knowledge workers work, how they make decisions and how they behave, the internal cultures of groups and communities, the cultural attributes of knowledge workers which may impact their knowledge behaviors. Organizational cultures of multicultural, global and virtual organizations are covered. Students conduct an organizational culture assessment.

Prerequisite: KM 80301; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80340 BUSINESS NARRATIVE AND STORYTELLING 3 Credit Hours

(Slashed with KM 60340) Focuses on the business use of storytelling and narrative intelligence. Narrative intelligence is the ability to make sense of the world through narrative and storytelling. Business narrative helps a knowledge organization to strengthen its organizational visions, to enhance communications, to capture and transfer knowledge, externalize and internalize tacit knowledge, encourage innovation, build communities, and develop effective training, mentoring and learning strategies. Business narrative is the primary way that procedural knowledge is understood and shared. Covers oral and written stories, documentaries, oral histories, organizational myths and legends, case scenarios, training scenarios, encoded and embedded business rules, gossip and business conversations. Students learn how to develop business stories, craft and deliver a springboard story, evaluate narrative architectures, and design systems that support access to business narratives and stories.

Prerequisite: KM 80301; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80370 SEMANTIC ANALYSIS METHODS AND TECHNOLOGIES 3 Credit Hours

(Slashed with KM 60370) Introduces students to the practical contexts, methods and tools associated with semantic analysis. Focuses on early life cycle aspects of semantics, including identification and modeling of semantic problems, design of semantic solutions, and the identification and implementation of appropriate semantic technologies. Covers natural language processing, rule-based and grammar based concept extraction, rule-based and dynamic classification and automated summarization. Students work with a variety of semantic technologies.

Prerequisite: KM 80301; and doctoral standing.

Schedule Type: Lecture

Contact Hours: 3 lecture

Grade Mode: Standard Letter

KM 80691 SEMINAR IN KNOWLEDGE MANGEMENT 1-3 Credit Hours

(Repeatable for credit) Advanced research by students who are qualified to examine problems of certain special areas related to concentrations of study in knowledge management.

Prerequisite: Doctoral standing.

Schedule Type: Seminar

Contact Hours: 1-3 other

Grade Mode: Standard Letter

KM 81095 SPECIAL TOPICS IN KNOWLEDGE MANAGEMENT 1-3 Credit Hours

(Repeatable for credit) Offered irregularly as resources and or opportunities permit. Topics could include current or emerging issues in knowledge management. Specific topics are announced in the Schedule of Classes.

Prerequisite: Doctoral standing.

Schedule Type: Lecture

Contact Hours: 1-3 lecture

Grade Mode: Standard Letter

KM 81096 INDIVIDUAL INVESTIGATION IN KNOWLEDGE MANAGEMENT 1-3 Credit Hours

Research or individual investigation for doctoral level students.

Prerequisite: Doctoral standing; and graduate standing.

Schedule Type: Individual Investigation

Contact Hours: 3-9 other

Grade Mode: Standard Letter-IP