**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) An introduction to the field of Knowledge Management (KM) with particular attention given to KM practices in various environments such as business, government, the military, nonprofits, education, communities and societies. This course will provide students with an understanding of the nature of knowledge, core KM principles, KM processes, the KM life cycle, KM social and technological tools, KM's effects and effectiveness, KM ethics, KM strategy and significant KM issues such as culture, and innovation. Covers principles of collection versus connection as to knowledge.

**Prerequisite:** Graduate standing.

**Schedule Type:** Lecture

**Contact Hours:** 3 lecture

**Grade Mode:** Standard Letter

**KM 60302  DESIGNING AND IMPLEMENTING KNOWLEDGE MANAGEMENT IN THE WORKPLACE   3 Credit Hours**
This course will explore how to effectively create a Knowledge Management (KM) program, including learning about factors that can lead to either success or failure. Two broad areas of focus will include purposeful collaboration and effective networking. This course will cover a complete KM program methodology starting from the initial steps to form a KM program and how to create an implementation plan to give any organization the greatest chance to go from strategy to action to sustainability.

**Prerequisite:** Graduate standing.

**Schedule Type:** Lecture

**Contact Hours:** 3 lecture

**Grade Mode:** Standard Letter

**KM 60303  KNOWLEDGE METRICS AND ASSESSMENT   3 Credit Hours**
(Slashed with KM 80303) Learn how to design, build, and operate a measurement strategy that evaluates the effectiveness of a Knowledge Management (KM) program and its components in achieving business objectives. The course provides an overview of overall organization measurement approaches (e.g., focus groups, interviews, surveys) and applies them in a KM context (e.g., KM Maturity Model, Communities of Practice, Search, Expert Finding). Students will also learn how to tailor their presentation of resulting metrics for specific audiences (KM practitioner, business leader, etc.). Students will apply what they have learned to develop a measurement strategy using case studies.

**Prerequisite:** Graduate standing.

**Schedule Type:** Lecture

**Contact Hours:** 3 lecture

**Grade Mode:** Standard Letter

**KM 60304  KNOWLEDGE, SOCIETY AND THE INFORMATION ECONOMY   3 Credit Hours**
This course covers ideas and issues relevant to the role of knowledge management in society from the perspectives of sociological, economic, historical and organizational management influences. The course covers ideas essential to supporting the leadership of complex organizations within knowledge societies, as well as ideas essential to knowledge management professionals' contributions to society.

**Prerequisite:** Graduate standing.

**Schedule Type:** Lecture

**Contact Hours:** 3 lecture

**Grade Mode:** Standard Letter

**KM 60305  COMMUNITIES OF PRACTICE   3 Credit Hours**
(Slashed with KM 80305) This course will explore communities and community management from a practical perspective. It will enable students to learn how knowledge management leaders launch and lead communities of practice programs as part of their initiatives. Students will learn how community managers do their jobs successfully through applying proven practices for creating and cultivating communities. The course exposes students to the fundamental concepts and principles of communities of practice and includes real life case studies. Students will complete a course project pertaining to community of practice evaluation.

**Prerequisite:** Graduate standing.

**Schedule Type:** Lecture

**Contact Hours:** 3 lecture

**Grade Mode:** Standard Letter

**KM 60306  THOUGHT LEADERSHIP AND CAREER DEVELOPMENT IN KNOWLEDGE MANAGEMENT   1 Credit Hour**
Students will develop thought leadership strategies and innovative ideas to build their professional agenda and guide career planning. Students will review their knowledge of business from a knowledge management perspective and identify related career path options. Students will share their career options to help determine their M.S. program plan.

**Prerequisite:** Graduate standing.

**Schedule Type:** Lecture

**Contact Hours:** 1 lecture

**Grade Mode:** Standard Letter
KM 60308  EMERGING TECHNOLOGIES IN KNOWLEDGE MANAGEMENT  3 Credit Hours
Explores the various emerging digital technologies and their application to the digital workplace that complement the human aspects of knowledge management. Work process digitalization is accelerating and artificial intelligence and mixed reality devices are critical technologies that will allow knowledge management professionals to deliver instant, relevant knowledge in the context of the work for both field and knowledge workers. Includes real life case studies of pioneers of emerging digital technologies.
Prerequisite: 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  STRATEGIC INTELLIGENCE  3 Credit Hours
This course is an introduction to strategic intelligence, consisting of competitive and business intelligence. Strategic intelligence is both art and science, used for critical decision-making, planning, and response. Businesses and governments require effective intelligence programs, processes and tools, to track competitors, markets and trends by acquiring, organizing, analyzing and disseminating intelligence. Students will learn about the intelligence cycle, needs analysis, and intelligence analysis resources, techniques and technologies.
Prerequisite: Graduate standing.
Schedule Type: Lecture
Contact Hours: 3 lecture
Grade Mode: Standard Letter

KM 60316  ORGANIZATIONAL CULTURE ASSESSMENT  3 Credit Hours
In this course, students will examine 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 in this course. Students conduct an organizational culture assessment.
Prerequisite: 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 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 other
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: Satisfactory/Unsatisfactory-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 66099  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: Project or Capstone
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  FOUNCATIONAL PRINCIPLES OF KNOWLEDGE MANAGEMENT  3 Credit Hours
(Slashed with KM 60301) An introduction to the field of Knowledge Management (KM) with particular attention given to KM practices in various environments such as business, government, the military, non-profits, education, communities, and societies. This course will provide students with an understanding of the nature of knowledge, core KM principles, KM processes, the KM life cycle, KM social and technological tools, KM’s effects and effectiveness, KM ethics, KM strategy, and significant KM issues such as culture, and innovation. Covers principles of collection versus connection as to knowledge.
Prerequisite: Doctoral standing.
Schedule Type: Lecture
Contact Hours: 3 lecture
Grade Mode: Standard Letter

KM 80303  KNOWLEDGE METRICS AND ASSESSMENT  3 Credit Hours
(Slashed with KM 60303) Learn how to design, build, and operate a measurement strategy that evaluates the effectiveness of a Knowledge Management (KM) program and its components in achieving business objectives. The course provides an overview of overall organization measurement approaches (e.g., focus groups, interviews, surveys) and applies them in a KM context (e.g., KM Maturity Model, Communities of Practice, Search, Expert Finding). Students will also learn how to tailor their presentation of resulting metrics for specific audiences (KM practitioner, business leader, etc.). Students will apply what they have learned to develop a measurement strategy using case studies.
Prerequisite: 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) This course will explore communities and community management from a practical perspective. It will enable students to learn how knowledge management leaders launch and lead communities of practice programs as part of their initiatives. Students will learn how community managers do their jobs successfully through applying proven practices for creating and cultivating communities. The course exposes students to the fundamental concepts and principles of communities of practice, and includes real life case studies. Students will complete a course project pertaining to community of practice evaluation.
Prerequisite: 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 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: 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