# KNOWLEDGE MANAGEMENT (KM)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credit Hours</th>
<th>Grade Mode</th>
<th>Contact Hours</th>
<th>Schedule Type</th>
<th>Prerequisite</th>
</tr>
</thead>
<tbody>
<tr>
<td>KM 41095</td>
<td>SPECIAL TOPICS IN KNOWLEDGE MANAGEMENT (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.</td>
<td>1-3</td>
<td>Lecture</td>
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<td>Lecture</td>
<td>None.</td>
</tr>
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<td>KM 41096</td>
<td>INDIVIDUAL INVESTIGATION IN KNOWLEDGE MANAGEMENT (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.</td>
<td>1-3</td>
<td>Lecture</td>
<td>3-9 other</td>
<td>Individual Investigation</td>
<td>Special approval.</td>
</tr>
<tr>
<td>KM 60301</td>
<td>FOUNDATIONAL PRINCIPLES OF KNOWLEDGE MANAGEMENT (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, nonprofit, 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.</td>
<td>3</td>
<td>Lecture</td>
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<td>Lecture</td>
<td>Graduate standing.</td>
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<td>KM 60302</td>
<td>DESIGNING AND IMPLEMENTING KNOWLEDGE MANAGEMENT IN THE WORKPLACE (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.</td>
<td>3</td>
<td>Lecture</td>
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<td>Lecture</td>
<td>Graduate standing.</td>
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<td>KM 60303</td>
<td>KNOWLEDGE METRICS AND ASSESSMENT (Slashed with KM 80304) 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.</td>
<td>3</td>
<td>Lecture</td>
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<td>Lecture</td>
<td>Graduate standing.</td>
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<td>KM 60304</td>
<td>KNOWLEDGE, SOCIETY AND THE INFORMATION ECONOMY (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.</td>
<td>3</td>
<td>Lecture</td>
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<td>Lecture</td>
<td>Graduate standing.</td>
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<td>KM 60305</td>
<td>COMMUNITIES OF PRACTICE (Slashed with KM 80306) 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.</td>
<td>3</td>
<td>Lecture</td>
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<td>Graduate standing.</td>
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<td>KM 60306</td>
<td>THOUGHT LEADERSHIP AND CAREER DEVELOPMENT IN KNOWLEDGE MANAGEMENT (Slashed with KM 80307) 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.</td>
<td>1</td>
<td>Lecture</td>
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<td>Graduate standing.</td>
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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 BA 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 other
Grade Mode: Standard Letter
KM 61096  INDIVIDUAL INVESTIGATION IN KNOWLEDGE MANAGEMENT  
**Schedule Type:** Individual Investigation

Repeatable for credit (IP) 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.

**Grade Mode:** Standard Letter-IP

**Course Details:**
- **Contact Hours:** 3-9 other

KM 66092  MASTER'S INTERNSHIP IN KNOWLEDGE MANAGEMENT  
**Schedule Type:** Field Experience

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, LIS 60636; and a minimum 3.000 overall GPA; and graduate standing; and special approval.

**Grade Mode:** Satisfactory/Unsatisfactory-IP

KM 66099  MASTER'S PROJECT IN KNOWLEDGE MANAGEMENT  
**Schedule Type:** Directed Study

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, LIS 60636; and minimum 3.000 overall GPA; and graduate standing; and special approval.

**Grade Mode:** Satisfactory/Unsatisfactory-IP

KM 66198  MASTER'S RESEARCH PAPER IN KNOWLEDGE MANAGEMENT  
**Schedule Type:** Directed Study

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, LIS 60636; and minimum 3.000 overall GPA; and graduate standing; and special approval.

**Grade Mode:** Satisfactory/Unsatisfactory-IP

KM 66199  THESIS I  
**Schedule Type:** Masters Thesis

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, LIS 60636; and minimum 3.000 overall GPA; and graduate standing; and special approval.

**Grade Mode:** Satisfactory/Unsatisfactory-IP

KM 66299  THESIS II  
**Schedule Type:** Masters Thesis

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.

**Contact Hours:** 2 other

**Grade Mode:** Satisfactory/Unsatisfactory-IP

KM 80301  FOUNDATIONAL PRINCIPLES OF KNOWLEDGE MANAGEMENT  
**Schedule Type:** Lecture

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, 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.

**Contact Hours:** 3 lecture

**Grade Mode:** Standard Letter

KM 80303  KNOWLEDGE METRICS AND ASSESSMENT  
**Schedule Type:** Lecture

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.

**Contact Hours:** 3 lecture

**Grade Mode:** Standard Letter

KM 80305  COMMUNITIES OF PRACTICE  
**Schedule Type:** Lecture

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.

**Contact Hours:** 3 lecture

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<td>KM 81091</td>
<td>SEMINAR IN KNOWLEDGE MANGEMENT</td>
<td>1-3</td>
<td>(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.</td>
<td>Doctoral standing.</td>
<td>Seminar</td>
<td>1-3 other</td>
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<td>1-3</td>
<td>Research or individual investigation for doctoral level students.</td>
<td>Doctoral standing; and graduate standing.</td>
<td>Individual Investigation</td>
<td>3-9 other</td>
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Knowledge Management (KM)