

Title	BMAN71652 Information and Knowledge Management
Credit Rating	15
Level	MSc
Semester	2
Course Coordinator(s)	Dr Nadia Papamichail & Prof Peter Kawalek
Methods of Delivery	
Lecture Hours	18
Seminar Hours	18
Private Study Hours	114
Total Study Hours	150
Pre-requisites	
Co-requisites	
Dependant Courses	
Assessment Methods and Relative Weightings	30% group presentation 70% individual coursework
Aims	
<p>Information and Knowledge are major and exponentially growing resources within the modern organisation, be it in the private or public sector, SME or multinational corporation. The effective management of both information and knowledge is therefore of strategic importance to all successful business or public sector organisations.</p> <p>The aims of this module are therefore:</p> <ul style="list-style-type: none"> • To explore these growing organisational information and knowledge resources • To identify how they are strategically and operationally managed and exploited effectively within and between organisations. • To develop skills in the techniques of information and knowledge management <p>On successful completion of this course unit, students should be able to:</p> <ul style="list-style-type: none"> • Appreciate the roles of information and knowledge as essential organisational resources that require strategically planning, managing and exploiting effectively. • Understand the difference and the relationship, within organisations, between codified technologically mediated information and non-codified humanly mediated information • Understand how formalised information is strategically planned for and managed, both within an organisation and in its external relationships with customers and other organisations. • Understand the nature of Knowledge and how it is deployed and managed within the modern organisation • Demonstrate an understanding of the various technologies that can be used to implement Knowledge Management systems within such organizations 	
Learning Outcomes	
<p>Academic knowledge</p> <ul style="list-style-type: none"> • An appreciation of what is meant by formalised and technologically mediated information and non-formalised information and their relationship to organisational effectiveness. 	

- An understanding of knowledge, what it is used for and how it is managed within the modern organisation
- An understanding of the tools and techniques associated with the management of knowledge within organisations

Intellectual skills

- An ability to critique the concept of information and knowledge management and the solutions proposed for it.
- An ability to understand the role of knowledge within modern organisations and how its management adds value to performance

Subject practical skills

- Assess and evaluate organisational information and knowledge resources and linking these with appropriate strategies
- Develop an ability and understanding of how to undertake the management of information & knowledge within an organisational setting

Transferable skills

- Use the concepts, tools and techniques of information and knowledge management strategy, planning and solutions within MSc project and dissertation
- Develop the appropriate analysis and consultancy skills

Syllabus

- Information and Knowledge Management – models and definitions
- The information management cycle
- Strategies and Systems for effective information and knowledge management
- Exploiting information and knowledge resources within organisations
- The role of Information and Knowledge systems
- Strategies and Systems for effective knowledge management
- How knowledge is managed within organisations – policies, strategies, tools and techniques
- Learning Organisations, Communities of Practice

Reading List

D. Chaffey, G. White (2011) Business information management, Pearson, Harlow, 2nd edition

S. Newell, M. Robinson, H. Scarborough & J. Swan (2010) Managing Knowledge, Work and Innovation, Palgrave Macmillan.

K. Grant, R. Hackney & D. Edgar (2010) Strategic Information Systems Management, Cengage.