

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY ANANTAPUR				
MBA III Semester	L	T	P	C
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(17E00318) KNOWLEDGE MANAGEMENT
(Elective IV)

Objective :The objective of the course is to provide the basics of the emerging area of Knowledge Management to students. This course focuses on few important concepts as Knowledge management and Information Technology, Knowledge process, etc.

1. **Introduction to KM:** Definition, scope and significance of Knowledge Management, Principles of Knowledge Management, Techniques of Knowledge Management, Data-Information-knowledge-Wisdom relationship
2. **Essentials of Knowledge Management:** Basic types of Knowledge management, Organisational Knowledge Management - Organisational knowledge types- Knowledge Life cycle- Organisational knowledge sources- process, Knowledge Conversion
3. **Implementation of Knowledge Management:** Discussion on Roadblocks to success, 10-step KM Road Map of Amrit Tiwana, Information Architecture: A three-way Balancing Act of KM .
4. **Knowledge Management and Information Technology:** Role Information Technology in Knowledge Management Systems, E-commerce and Knowledge Management, Bench marking and Knowledge Management
5. **Future of Knowledge Management and Industry perspective:** Knowledge Management in Manufacturing and service industry, future of Knowledge Management.

Text books:

- Knowledge Management, **Sudhir Warier:** Vikas Publishing House.
- Web Warehousing & Knowledge Management, **Mattison:** Tata McGraw-Hill.

References:

- Knowledge management: An Evolutionary view, **Becerra Fernandez:** PHI.
- Knowledge Management, **Fernando:** Pearson.
- Knowledge Management, **B.Rathan Reddy:** Himalaya.
- Knowledge Management, **Tapan K Panda:** Excel.
- Knowledge Management systems, **Barnes:** Cengage.
- The Knowledge Management tool kit, **Tiwana:** 2/e, Pearson Education.
- Knowledge Management, **Sislop:** Oxford University Press,.
- Knowledge Management, **Debowski:** Wiley Student Edition, Wiley Ind
- Knowledge management, **A Thothathri Raman,** Excel books